2. QuickBooks Desktop Integration User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this guide, please send us an email via the user page contact form here. Thank you.

By: Magenest | Support portal: http://servicedesk.izysync.com/servicedesk/customer/portal/33

Introduction

Magento 2 Quickbooks Desktop Integration for Magento 2 is a powerful extension that helps merchants synchronize error-free data from your Magento 2 store to QuickBooks Desktop automatically in real-time. Merchants can transfer unlimited online transaction data at a glance.

Main Features

- Connect to multiple QuickBooks company file
- Synchronize customer data from Magento 2 to QuickBooks. Update Customer data when updating customer information from Magento 2.
- Synchronize Guest data depend on Magento Order information to QuickBooks
- Synchronize Payment method & Shipping method from Magento 2 to QuickBooks
- Synchronize Product data to QuickBooks. Update Product data include updating stock when there is modification action from Magento 2.
- Mapping Tax data between Magento 2 and QuickBooks
- Synchronize Order data from Magento to QuickBooks with full information such as Shipping/Billing Address, order line items with tax/non-tax, Discount/Shipping amount
- Synchronize Partial/Full Invoice and corresponding Receive Payment from Magento 2
- Synchronize Partial/Full Credit memo data from Magento 2 with adjustment fee/adjustment refund

System Requirements
Your store needs to be running on Magento version 2.2.1x, 2.3.x, 2.4.x

Prerequisites

- You have to use SSL for your website
- Web connector application is required on the computer that installs QuickBooks with version **2.1.0.30 and older versions**
- Support QuickBooks version:
  - QuickBooks Enterprise Solutions
  - QuickBooks Premier (2002 or later)
  - QuickBooks Pro (2002 or later)
  - QuickBooks Simple Start (2006 or later)
  - Canadian editions of QuickBooks Pro, Premier, or Enterprise (2003 or later)
  - UK editions of QuickBooks Pro or Accountant Edition (2003 or later)
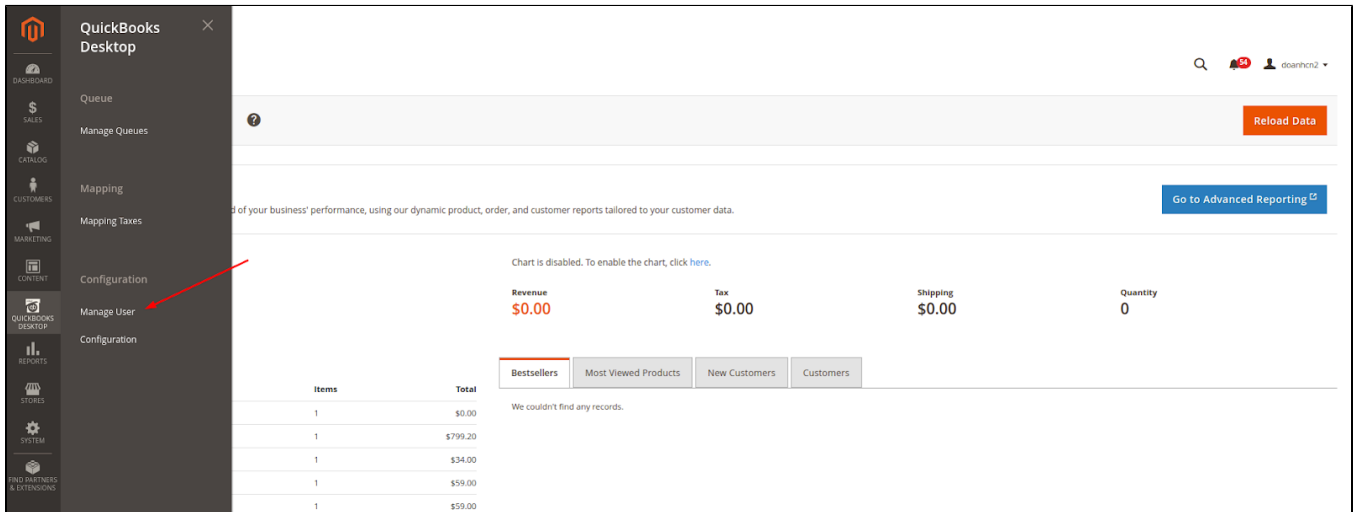
🛑 **Please note: QuickBooks Web Connector 2.1.0.30 and older versions only support up to TLS 1.0**

How to setup connection

First of all, you have to set up the connection between the Magento website and QuickBooks software through the Web connector application. Please follow the below steps:
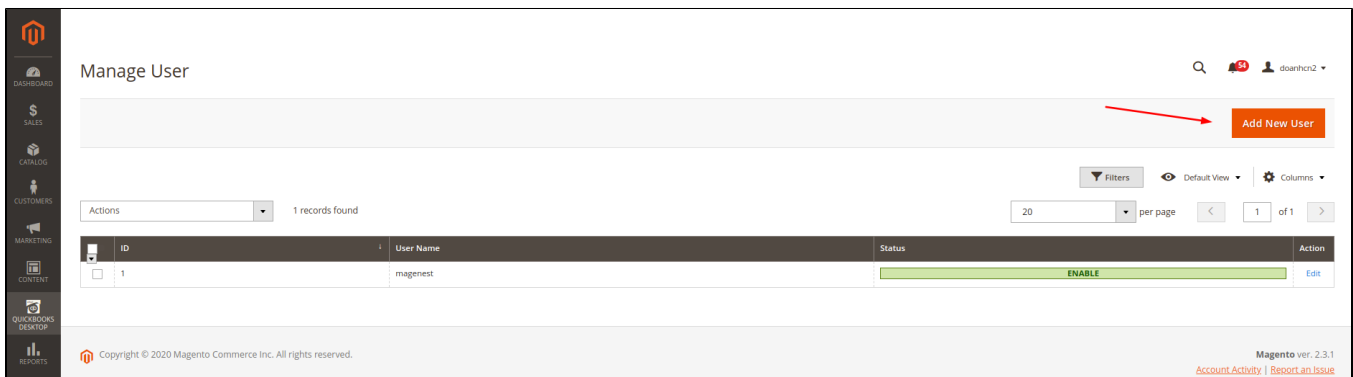
Step 1: Create a user for QuickBooks Web Connector

➕ In this step, you have to create a user account that will be used to establish a connection between Magento 2 and Web connector. You can create one by going to **QuickBooks Desktop > Manage User**, and click on **Add New User.**

➕ Fill all the fields then click **Save Information** to save the entered information. The **username** and **password** will be used with QuickBooks Web Connector later on.

At the end of this step, you have to set up the account for the connection by going to **QuickBooks Desktop > Configuration > Connection Settings**

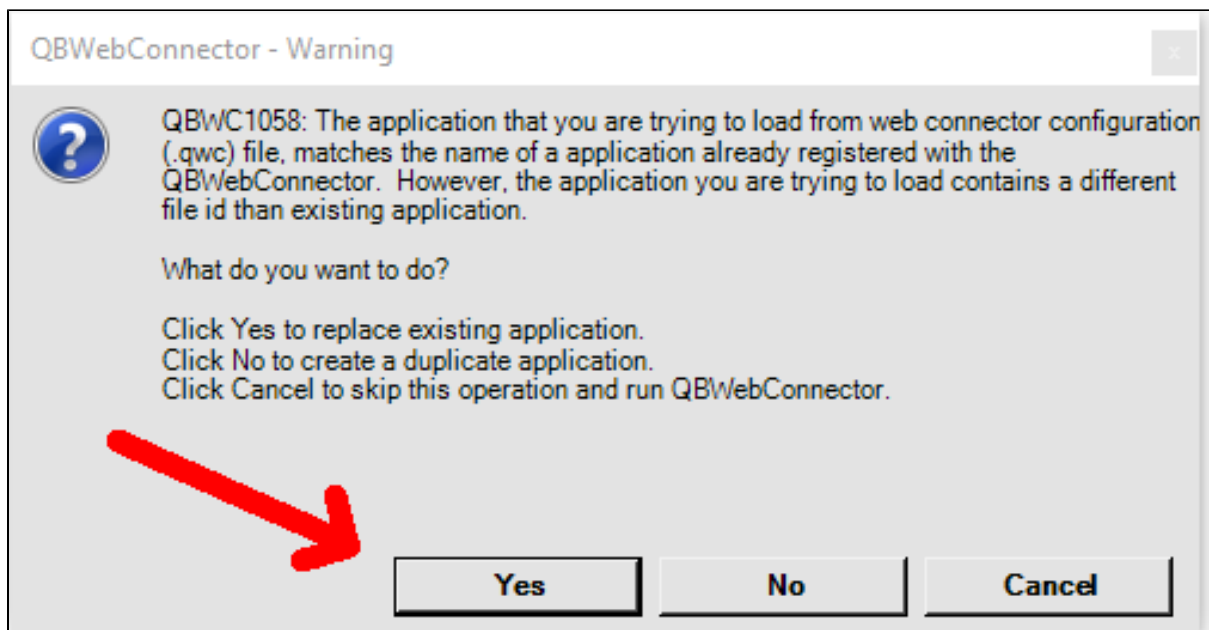## Step 2: Establish the connection

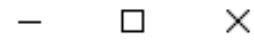Please click on the "Query company" button to download the connection file to add to the Web connector application:
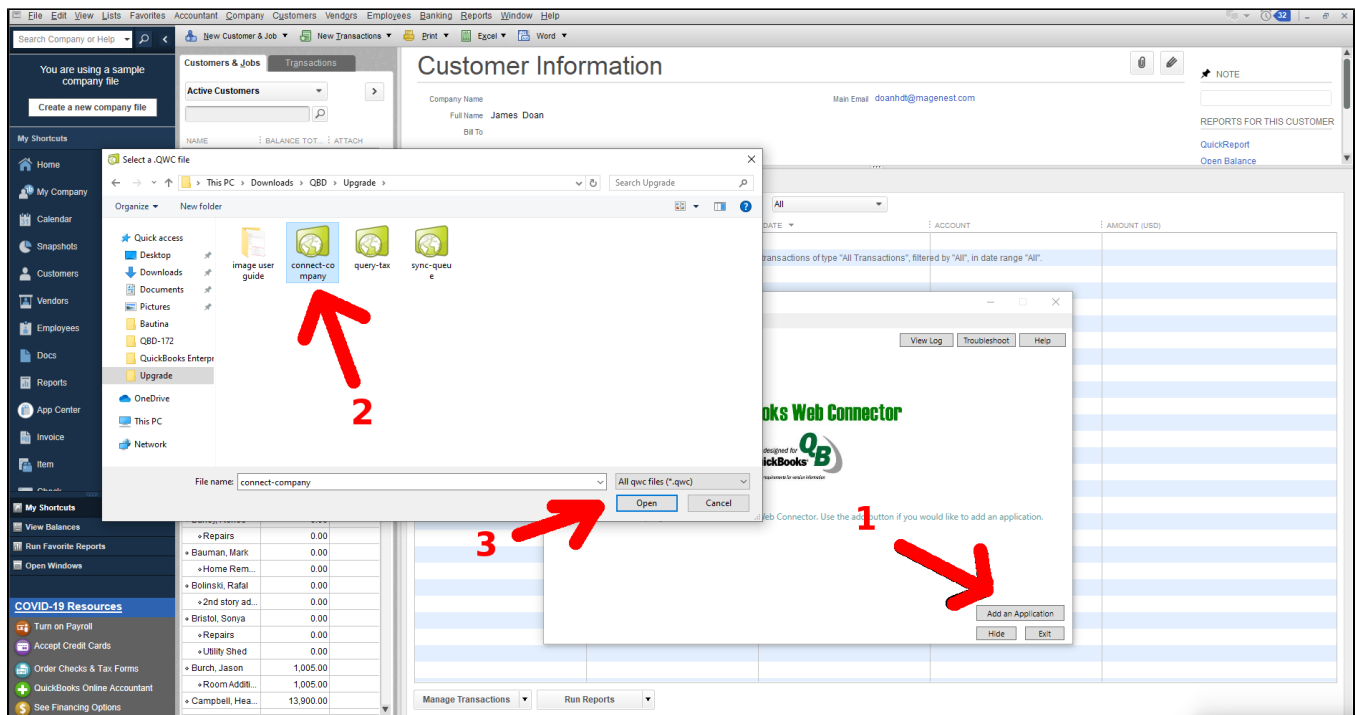
➕ While adding the application file, there are some pop-ups to request permission for this file:

QBWebConnector - Warning

QBWC1058: The application that you are trying to load from web connector configuration (.qwc) file, matches the name of a application already registered with the QBWebConnector. However, the application you are trying to load contains a different file id than existing application.

What do you want to do?

Click Yes to replace existing application.
Click No to create a duplicate application.
Click Cancel to skip this operation and run QBWebConnector.

[Yes]   [No]   [Cancel]

Authorize New Web Service

A web-based application is requesting access to QuickBooks data through the QuickBooks Web Connector.

Application Information

Name: **Connect Company**

Service Host: localhost.m231

Description:

Support URL: http://localhost.m231/?
SID=20vgodvoapk37hrd1ka9ddt60osupport.php

Web Security Certificate Information

Name: **Unavailable for a non-SSL AppURL**

Expires: Unavailable for a non-SSL AppURL

Issuer: Unavailable for a non-SSL AppURL

QuickBooks Solutions Marketplace

Search for information about this application on the

QuickBooks Solutions Marketplace

Access to QuickBooks may include reading and modifying sensitive QuickBooks data!

Be sure that you intended to grant this web application access to QuickBooks and that you trust the provider. When the Web Connector first accesses your QuickBooks Company file on behalf of this application you will be prompted for permission again by QuickBooks. Set permissions carefully, Intuit cannot control the data exchanged with QuickBooks beyond the permissions granted in that dialog.
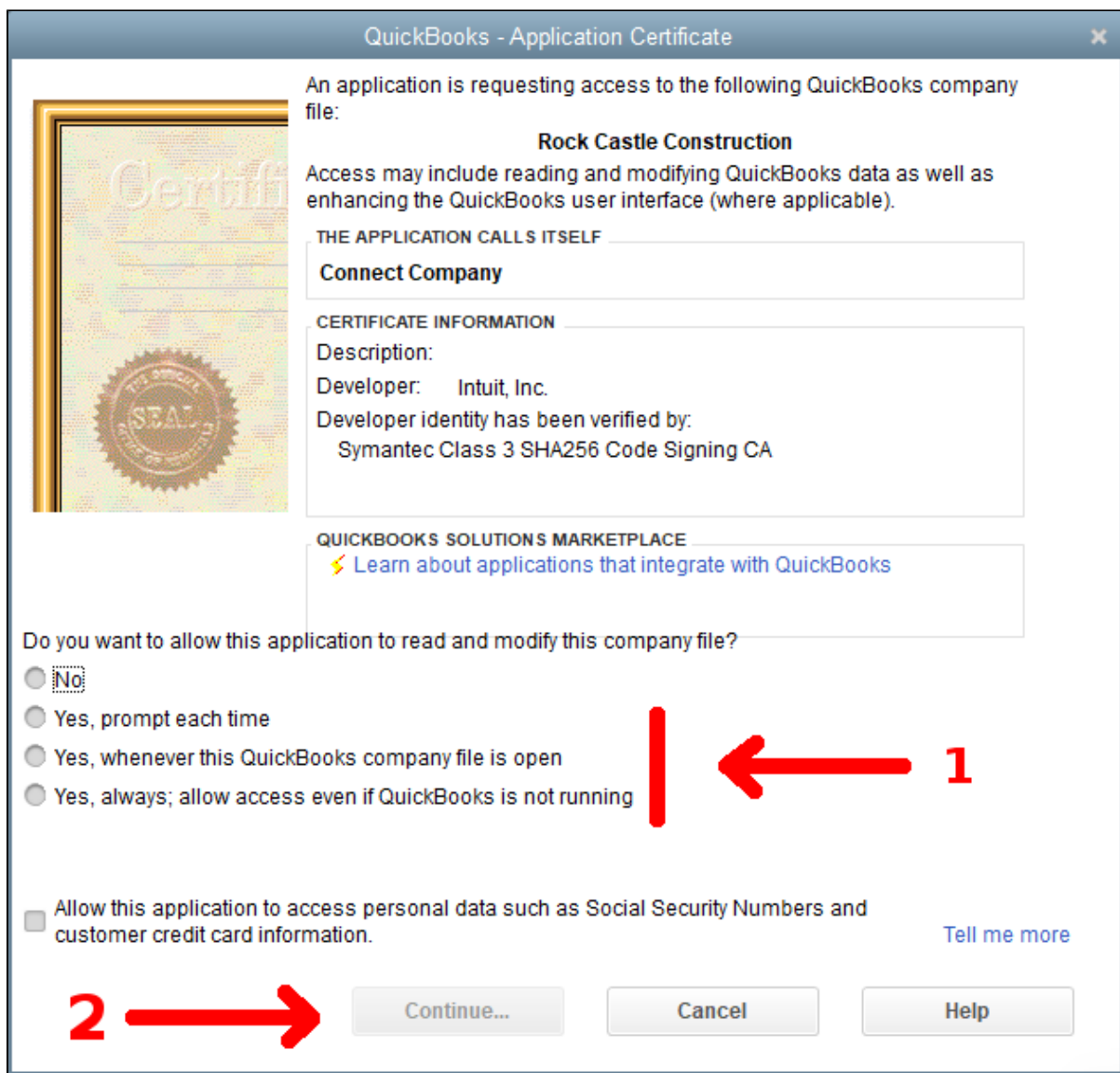
Make sure QuickBooks is running and has the correct company file open, then

Click OK to grant this web service access to QuickBooks, otherwise click Cancel

| OK | Cancel |

➕ QuickBooks will then ask you how and when you'd like for QuickBooks to allow Web connector to access your company file. There are 4 options in the above image:

- No: not allow read and modify, if you choose this option, it will not read or modify Quickbooks data, so cannot integrate data between 2 systems.
- Yes, prompt each time: every time that you run the application, it will ask again
- Yes, whenever this QuickBooks company file is open
- Yes, always; allow access even if QuickBooks is not running

➕ After adding the connection file to the Web connector application, run the application that has been added:
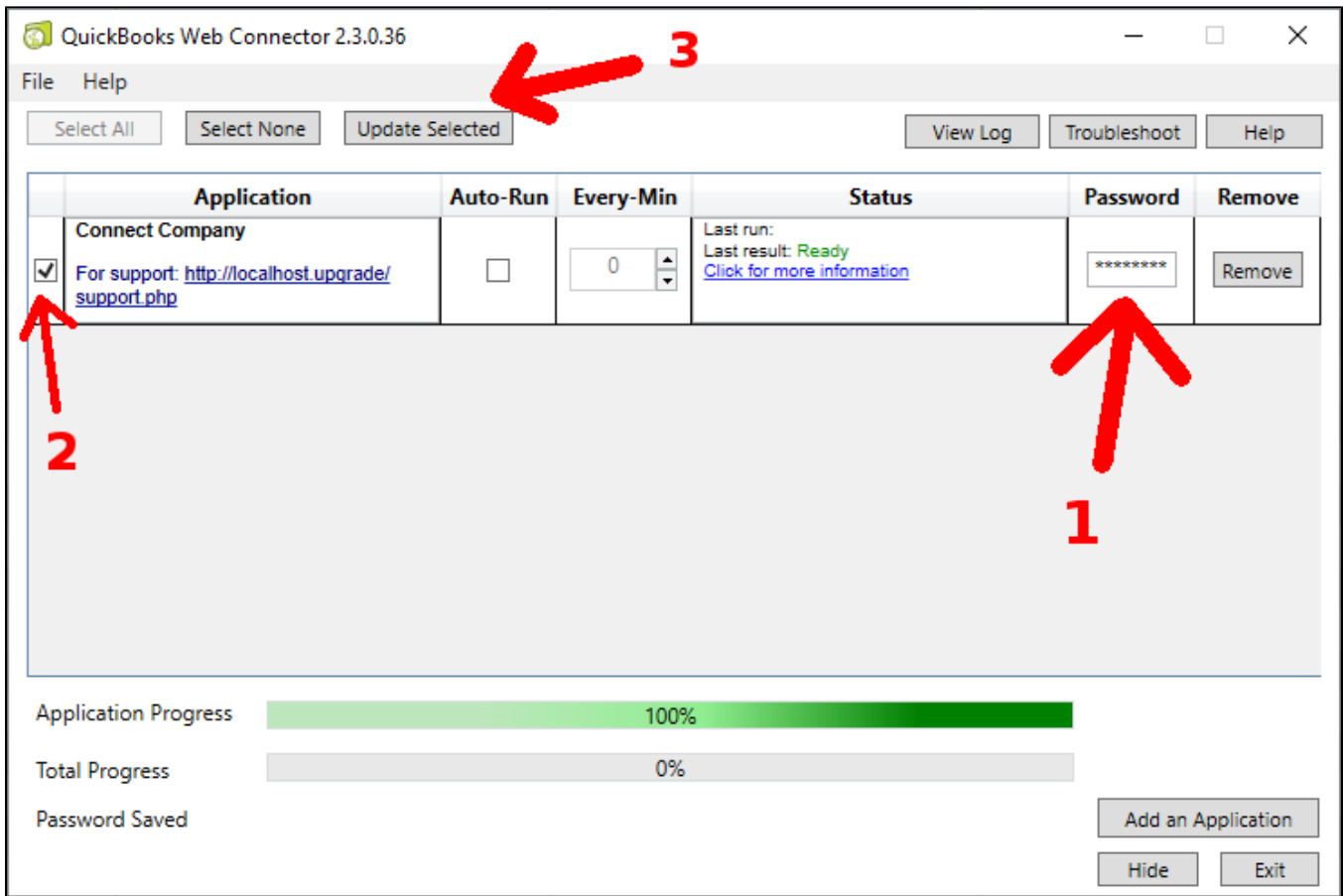
⛔ **Note: the password is the password of the user which be created in Step 1**

➕ Once the connection setup is done, you should see the following image:
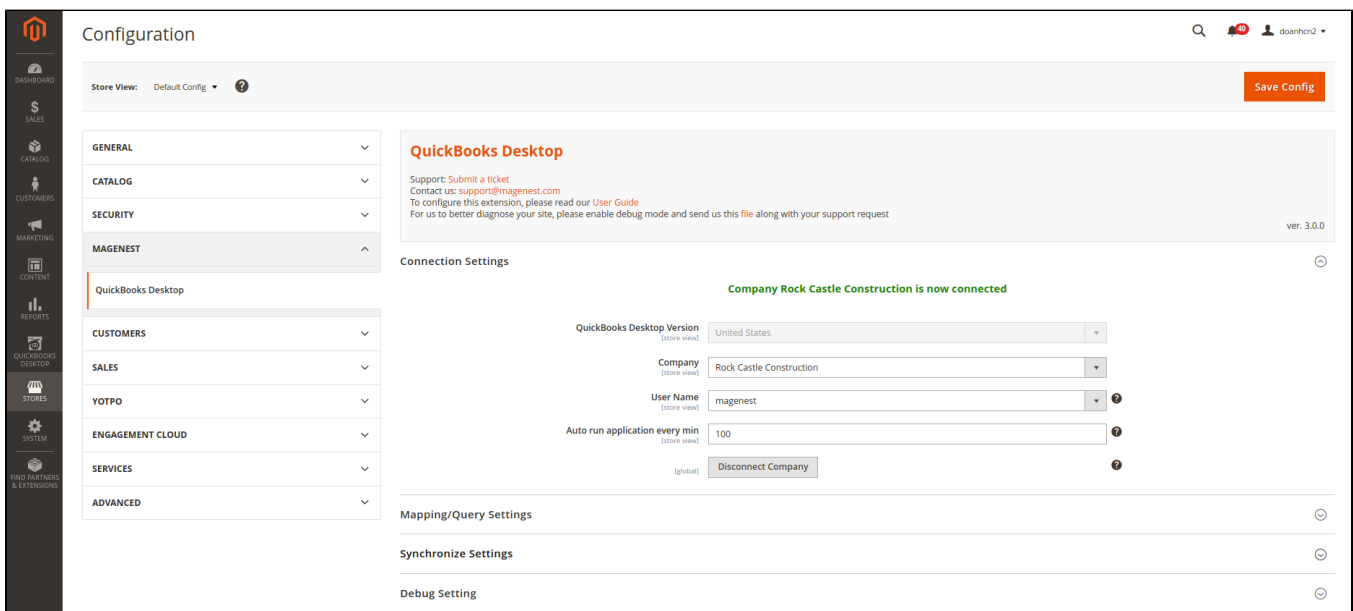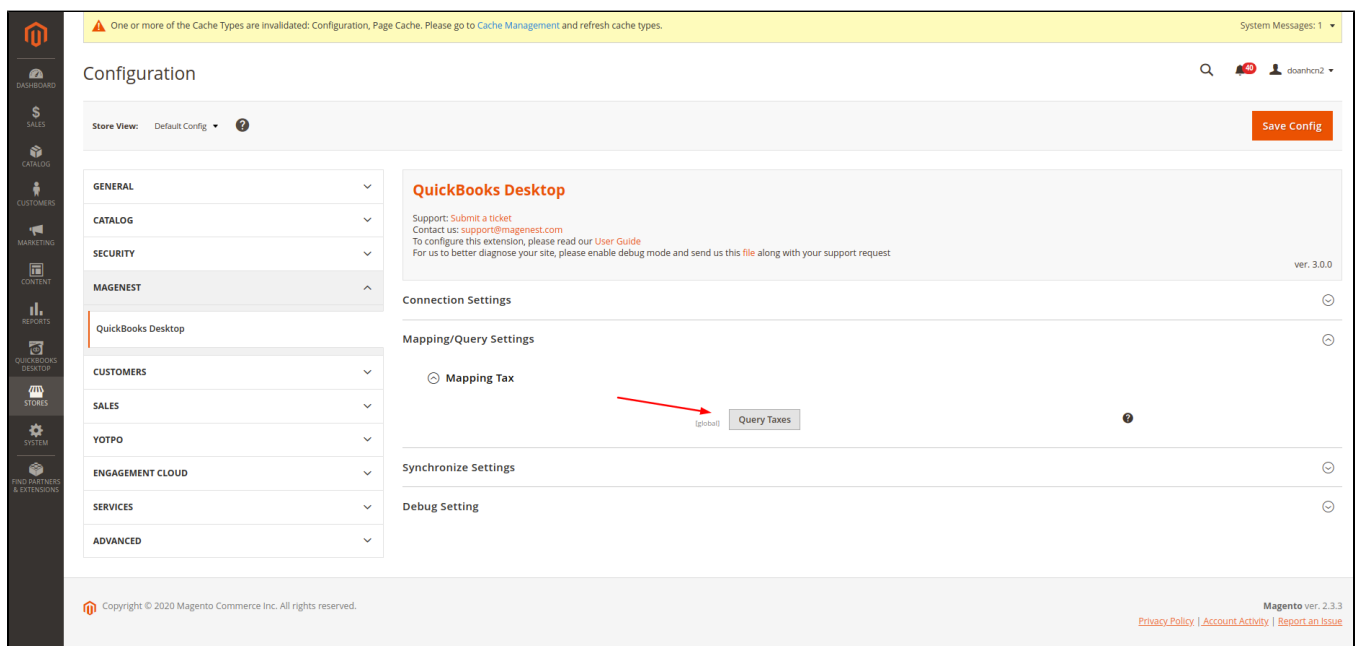
Mapping Tax

In this step, the module will map the existing taxes in both systems, therefore, you have to have the corresponding taxes in both Magento and QuickBooks.
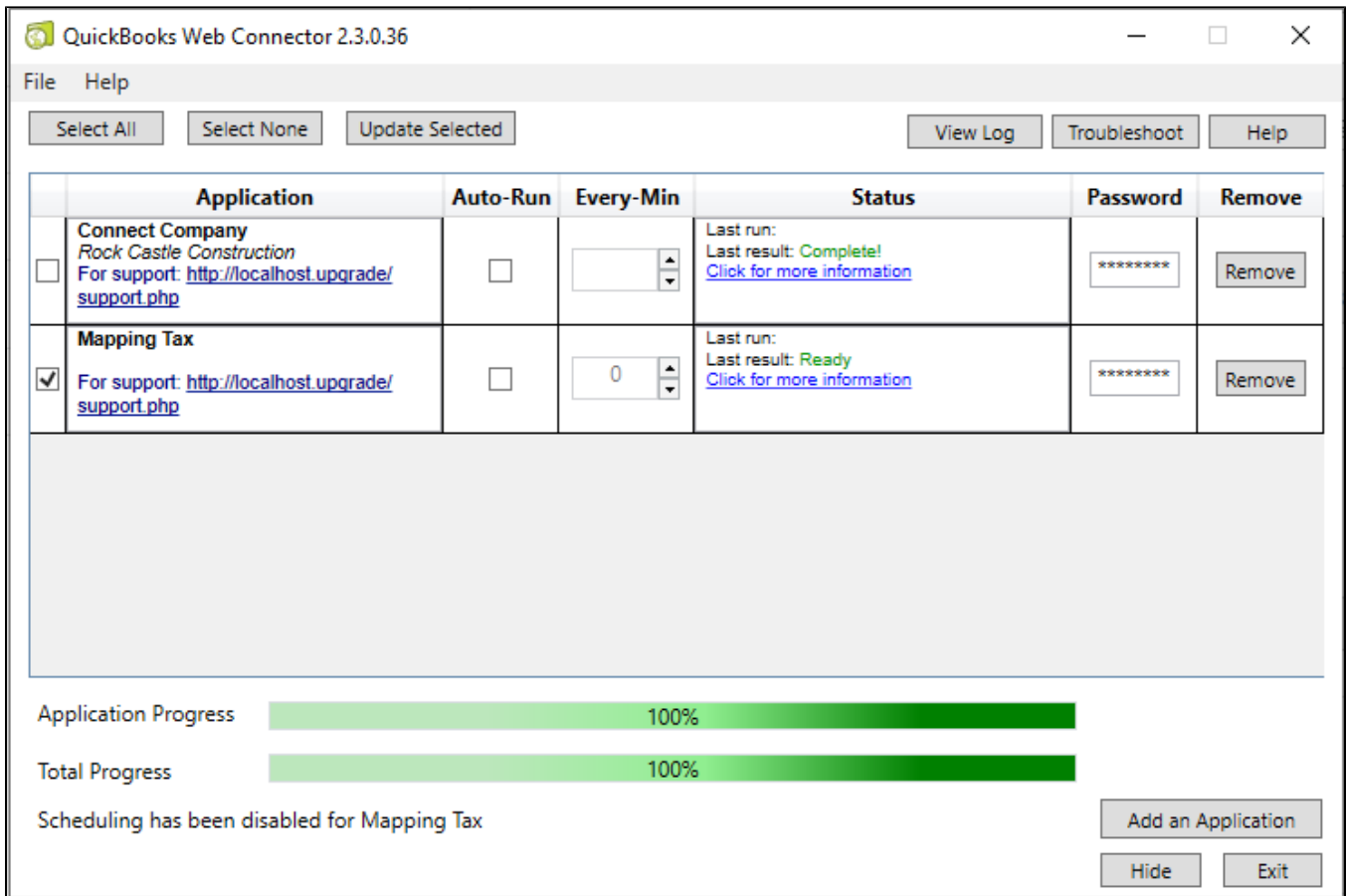
When all taxes have been prepared, please do the following step to mapping them:
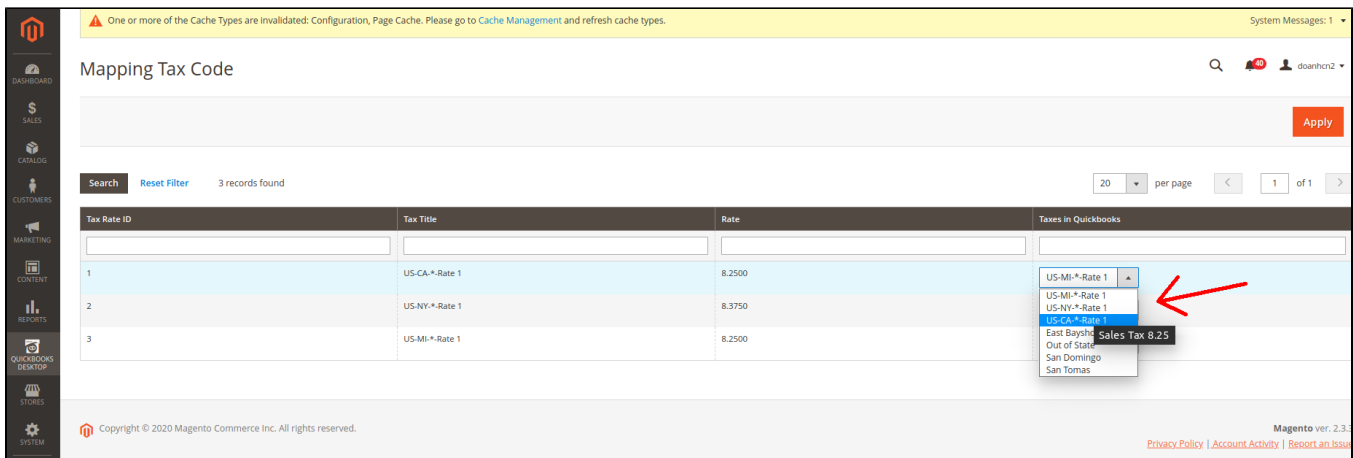
Step 1: Query Tax from QuickBooks

➕ First of all, get query-tax.qwc file to add to Web connector:

After **Update Selected,** you will see all of the taxes that exist in QuickBooks in the **Mapping Tax** table.
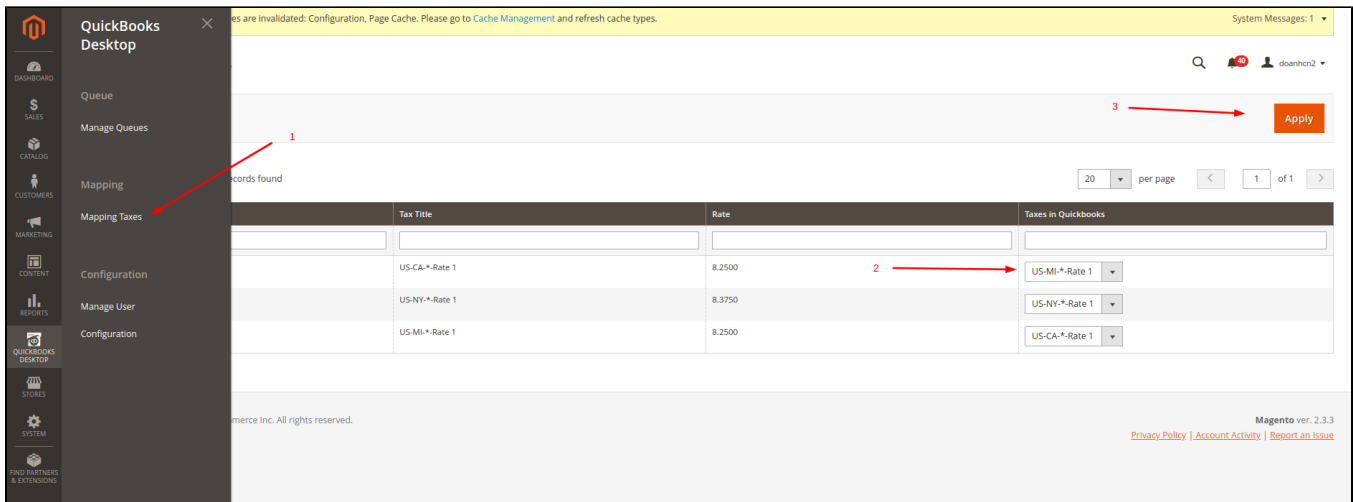

Step 2: Mapping Taxes

➕ **QuickBooks Desktop -> Mapping -> Mapping Taxes,** you will see a table which shows all of the taxes in both Magento and QuickBooks

You should set the mapping for the QuickBooks tax that corresponds to the Magento tax.

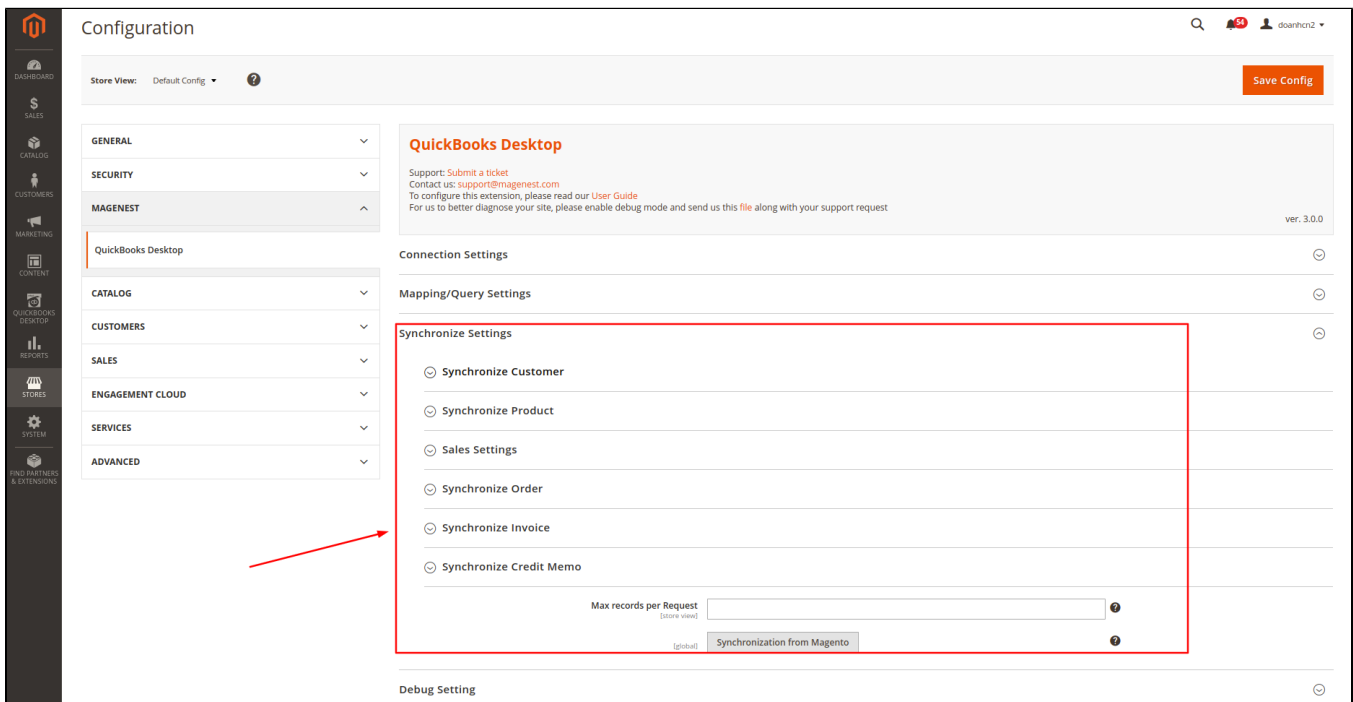➕ Finally, click the **Apply** button to save the Mapping.

Synchronize Magento Data

Magento data will be synchronized into QuickBooks when all of them exist in the Queue table with Queue status.

Configuration

➕ You have to set up some configuration before synchronizing Magento data into QuickBooks. Go to **QuickBooks Desktop -> Configuration -> Synchronize Settings**

➕ When you open each section, you may see the following settings:

- **Synchronization date from:** set update which use to filter when you add object data to Queue by click the button in the Header of the Queue table (second way to add data to Queue table)
- **Auto insert id to customer name:** Select **Yes** in case you want to add an ID to the customer name. To avoid customers synchronization failure because customers have the same name.

- **Allow Sync Order:** Select **No** if you don't want to sync orders.
- **Allow Sync Invoice:** Select **No** if you don't want to sync invoices and receive payments.
- **Allow Sync Credit Memo:** Select **No** if you don't want to sync credit memos.
- **Max records per Request:** When you click **Update Selected** or **Autorun** is triggered in the *Web connector*, there will be a lot of requests sent to Magento to get data and import to QuickBooks. This field will set the number of items that will be imported into Quickbooks in each of these requests. By default, if you don't set a value for this configuration, it will process all records of one type for each request.

> 🛑 ***Please note that you shouldn't set it up too large or leave it blank to avoid connection timeout errors.***

Synchronize Product

- ▪ **Income Account:** Enter Income account name which use to create **Inventory Item** in QuickBooks

- ▪ **Other Income Account:** Enter Income account name which use to create **Other charge item** in QuickBooks

- ▪ **Discount Income Account:** Enter Income account name which use to create **Discount** item in QuickBooks

- ▪ **Account for Non-Inventory Item**: Enter account name which use to create **Non-Inventory** item in QuickBooks

- ▪ **Cost of Goods Sold Account:** Enter COGS account name which use to create **Inventory item** in QuickBooks

- ▪ **Asset Account:** Enter Asset account name which use to create **Inventory item** in QuickBooks

⭐ You can get these accounts by going to your company file. Then go to **Lists > Chart of Accounts** and you'll see a list of your existing accounts. If not, create new ones.

Add data to Queue table

You can add Magento data to the Queue table in the following way:

- Auto-add by trigger add/edit object. It means when you create a new customer or new Order or same that, it is automatically added into the Queue table.

- Add a set of object data with date filter by clicking the button in the header of the Queue table

- Add specific object data by using Mass action:

Synchronize Data to QuickBooks

Step 1: Download Synchronize Queue file

➕ Go to **QuickBooks Desktop -> Configuration -> Synchronize Settings**, click the **Synchronize from Magento** button to download the *sync-queue.qwc* file

Step 2: Run the file in the Web connector

➕ Add the file that you downloaded in step 1 to the Web connector. Then you can update manually by **Update Selected** or use the **Autorun** function to get data from Magento to QuickBooks.
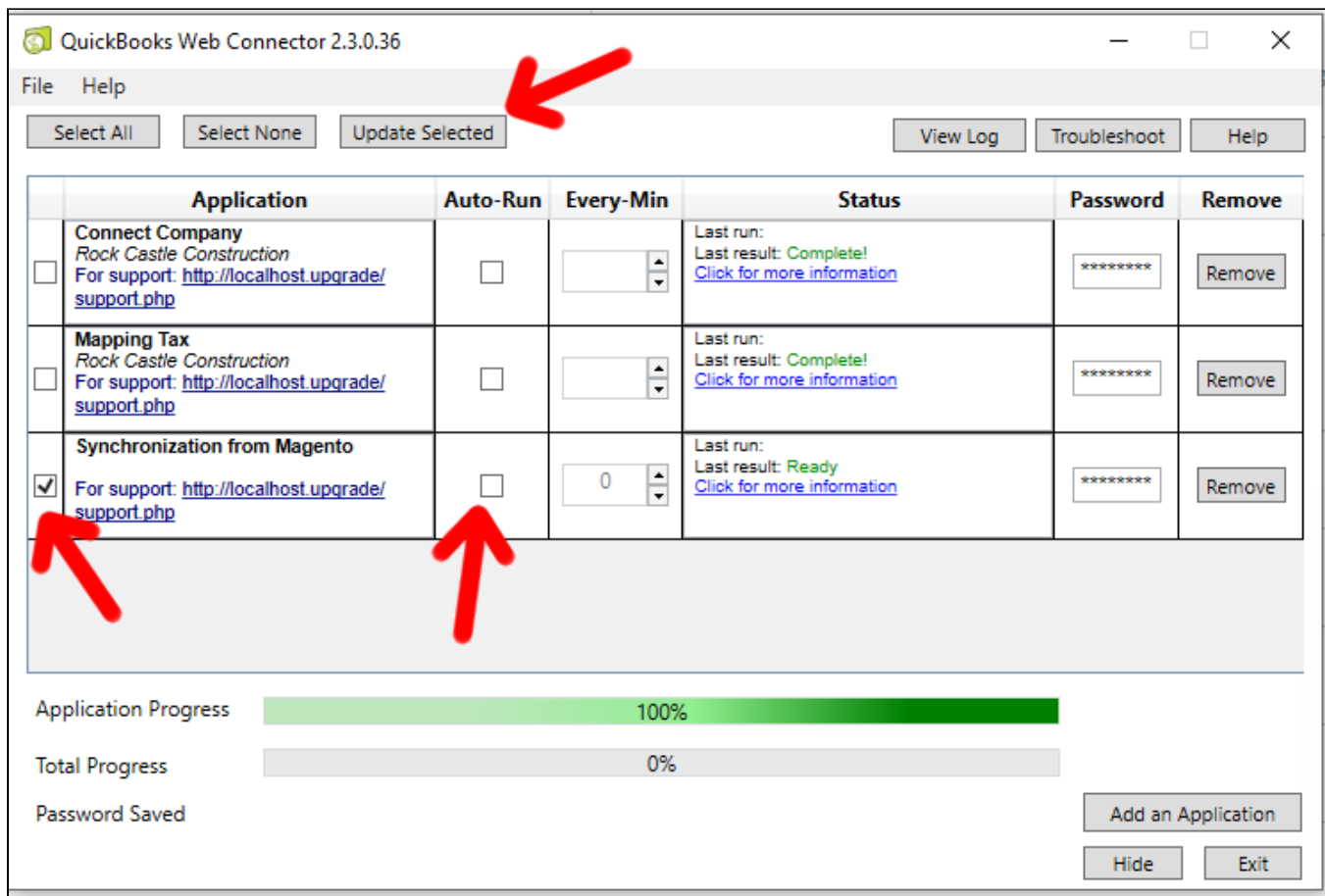
🚫 **Note:**

- Simple, Virtual, Giftcard, Downloadable, and child item of configurable products in Magento will create an inventory item in Quickbooks.
- Other products such as Bundle products, Configurable products, Group products will create a non-inventory item **without a** list of child items. Only SKU, price, and description will be imported.
- Only Support *Inventory item* and *Non-inventory* item when synchronizing Sales Order.
- The order of the items that are processed while importing to Quickbooks are **Shipping method, Payment method -> Customer/Guest -> Product -> Order -> Invoice -> Receive payment -> Credit memo.**

You have to make sure that all the information needed to create an *order/invoice/receive payment/credit memo* must be imported successfully before importing them into Quickbooks to avoid **not-found error.**

Queue table information

In default, the Queue table only shows the item that belongs to the current company. When you change to another company, you have to add data again.

Explain the columns function:

- **Entity ID**: Magento entity id
- **Type**: Magento entity type
- **Increment ID**: The ID of Order, Invoice, Receive payment (is Invoice ID) and Credit memo
- **Action name**: Add or Mod
- **Status**:

- *Queue*: the records are ready to synchronize to Quickbooks.

- *Synchronizing*: the records are being processed by Web connector.

	ID	Entity ID	Type	Increment ID	Action Name	Status	Enqueue Datetime	Dequeue Datetime	Message error	Action
☐	30	10	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	21	26	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	22	13	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	23	14	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	24	17	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	25	11	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	26	12	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	27	16	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	28	15	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	29	9	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	20	18	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			
☐	31	28	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42			

🛑 **Note: Sometimes there are some errors while synchronizing, so the records are still in Synchronizing status although the Web connector already stopped. In this case, please submit ticket support for assistance.**

- *Fail*: this record cannot synchronize. You should take care of Message error and follow the documentation How to fix some common errors while importing data to Quickbooks.

- *Success*: the records are imported to Quickbooks successfully.

- *Blocked:* these records will not be imported to Quickbooks. You can change these records to Blocked if you don't want to import one to Quickbooks.

- **Enqueue DateTime**: the date-time that this record was added
- **Dequeue DateTime**: the date-time that this record was processed by the Web connector
- **Message error**: when a record cannot be imported, Quickbooks will return an error message that shows why the error occurred. In this case, you should follow the document How to fix some common errors while importing data to Quickbooks. Then you have to correct the data of this record before synchronizing it again.
- **Action**: You can quickly go to the Magento entity by clicking the *View*

Result

✅Sync customers from Magento 2 to QuickBooks

✅**Sync products from Magento 2 to QuickBooks**

✅**Sync Orders from Magento 2 store into QuickBooks Desktop Sales Order**

#000000002

🔍   🔔   👤 admin ▾

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ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Order & Account Information

Order # 000000002 (The order confirmation email is not sent)

Order Date	Oct 18, 2018, 1:53:10 PM
Order Status	Closed
Purchased From	Main Website Main Website Store Default Store View

Account Information   Edit Customer

Customer Name	Veronica Costello
Email	roni_cost@example.com
Customer Group	General

Address Information

Billing Address Edit

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Shipping Address Edit

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Payment & Shipping Method

Payment Information

Check / Money order

The order was placed using USD.

Shipping & Handling Information

Flat Rate - Fixed $5.00

Items Ordered

Product	Item Status	Original Price	Price	Qty		Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Minerva LumaTech™ V-Tee SKU: WS08-XS-Blue Size: XS Color: Blue	Refunded	$32.00	$32.00	Ordered Invoiced Shipped Refunded	1 1 1 1	$32.00	$2.64	8.25%	$0.00	$34.64

Order Total

Notes for this Order

Status

Closed ▾

Comment

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Order Totals

Subtotal	$32.00
Shipping & Handling	$5.00
Tax	$2.64
Grand Total	**$39.64**
Total Paid	**$39.64**
Total Refunded	**$39.64**
Total Due	**$0.00**

Oct 18, 2018 1:53:12 PM | Closed | Customer **Notified**

We refunded $39.64 offline.

✓Sync Invoices Magento 2 store into QuickBooks Desktop Open Invoices and Receive Payment.

#000000002

🔍 🔔 👤 admin ▾

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Order & Account Information

Order # 000000002 (The order confirmation email is not sent)

Order Date	Oct 18, 2018, 1:53:10 PM
Order Status	Closed
Purchased From	Main Website Main Website Store Default Store View

Account Information Edit Customer

Customer Name	Veronica Costello
Email	roni_cost@example.com
Customer Group	General

Address Information

Billing Address Edit

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Shipping Address Edit

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Payment & Shipping Method

Payment Information

Check / Money order

The order was placed using USD.

Shipping Information

Flat Rate - Fixed
Total Shipping Charges: **$5.00**

Items Invoiced

Product	Price	Qty	Subtotal	Tax Amount	Discount Amount	Row Total
Minerva LumaTech™ V-Tee SKU: WS08-XS-Blue Size: XS Color: Blue	$32.00	1	$32.00	$2.64	$0.00	$34.64

Order Total

Invoice History

Comment Text

[   ]

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Invoice Totals

Subtotal	$32.00
Shipping & Handling	$5.00
Tax	$2.64
Grand Total	**$39.64**

Magento ver. 2.2.6
Report an Issue

✅ Sync Credit Memos Magento 2 store into QuickBooks Desktop Credit Memos

View Memo

🔍 🔔 👤 admin ▾

← Back   Send Email   Print

Order & Account Information

Order # 000000002 (The order confirmation email is not sent)

Order Date	Oct 18, 2018, 1:53:10 PM
Order Status	Closed
Purchased From	Main Website Main Website Store Default Store View

Account Information Edit Customer

Customer Name	Veronica Costello
Email	roni_cost@example.com
Customer Group	General

Address Information

Billing Address Edit

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Shipping Address Edit

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Payment & Shipping Method

Payment Information

Check / Money order

The order was placed using USD.

Shipping Information

Flat Rate - Fixed
Total Shipping Charges: **$5.00**

Items Refunded

Product	Price	Qty	Subtotal	Tax Amount	Discount Amount	Row Total
Minerva LumaTech™ V-Tee SKU: WS08-XS-Blue Size: XS Color: Blue	$32.00	1	$32.00	$2.64	$0.00	$34.64

Memo Total

Credit Memo History

Comment Text

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Credit Memo Totals

Subtotal	$32.00
Shipping & Handling	$5.00
Adjustment Refund	$0.00
Adjustment Fee	$0.00
Tax	$2.64
Grand Total	**$39.64**

Magento ver. 2.2.6

Report an Issue

🚫 **Note: The QuickBooks Desktop Integration supports one-way synchronization only, so the admin should not edit the synced data in QuickBooks manually. This will affect the data update/synchronization.**

Debug Setting

If you enable Debug mode, the error will write to a file. You should attach the debug file when submitting a request to help us investigate the issue quickly.

Update

- When a bug fix or new feature is released, we will provide you with the module's new package.
- All you need to do is repeating the above installing steps and uploading the package to your store. The code will automatically override.
- Flush the configure cache. Your store and newly installed module should be working as expected.

Support

- We will reply to support requests within **2 business days**.
- We will offer **lifetime free update and 6 months of free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well on your site exactly like our demo.
- Support **DOES NOT** include other services such as customizing our products, installation, and uninstallation service.