

## 2. QuickBooks Online Integration User Guides

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, do not hesitate to leave us an email via [support@magenest.com](mailto:support@magenest.com)

By: Magenest | Support Portal: <http://servicedesk.izysync.com/servicedesk/customer/portal/17>

- 1 [Introduction](#)
  - 1.1 [Features](#)
    - 1.1.1 [System Requirements](#)
- 2 [Connect with QuickBooks Online](#)
- 3 [How to synchronize data from Magento 2 store to QuickBooks Online](#)
  - 3.1 [Synchronization Settings](#)
  - 3.2 [Setting Up Field Mapping](#)
  - 3.3 [Process Synchronization](#)
- 4 [Main Functions](#)
  - 4.1 [Map Payment methods with deposit accounts](#)
  - 4.2 [QuickBooks Online Default Synchronization Fields](#)
  - 4.3 [Customer](#)
  - 4.4 [Product](#)
  - 4.5 [Order](#)
  - 4.6 [Invoice](#)
  - 4.7 [Credit Memo](#)
- 5 [Common Issues](#)
  - 5.1 [The redirect\\_uri query parameter value is invalid.](#)
  - 5.2 [Make sure all your transactions have a tax rate before you save](#)
  - 5.3 [Invalid header line detected' for all requests to QuickBooks, or Config page is blank'](#)
- 6 [Update](#)
- 7 [Support](#)

---

## Introduction

**Magento 2 Quickbooks Online Integration** provides a QuickBooks Online integrated management solution for merchants using Magento 2.



## Features

- Allow synchronizing and updating Customers from Magento 2 store to QuickBooks Online both manually and automatically.
- Allow synchronizing and updating Products from Magento 2 store to QuickBooks Online both manually and automatically.
- Allow synchronizing Orders from Magento 2 store to QuickBooks Online both manually and automatically.
- Allow synchronizing Invoices from Magento 2 store to QuickBooks Online both manually and automatically.
- Allow synchronizing Credit Memos from Magento 2 store to QuickBooks Online both manually and automatically.
- Allow mapping payment methods with deposit accounts.
- Allow admin to view the log to see what is synchronized between two apps.
- Allow admin to manage the sync queue to see what will be synchronized next.

## System Requirements

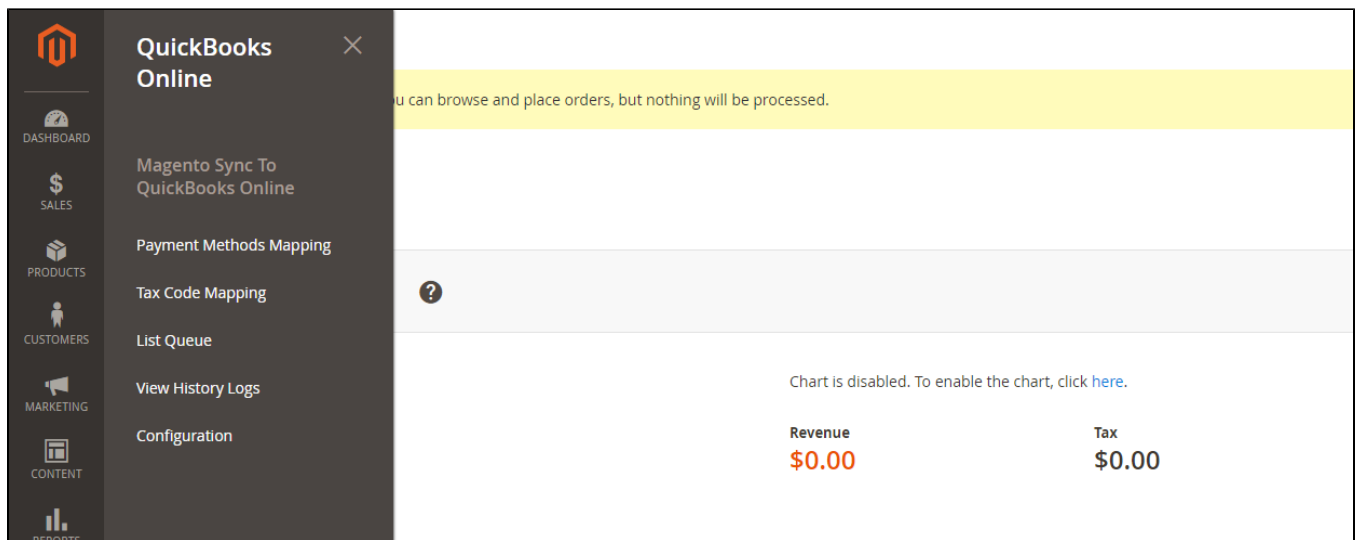
Your store should be running on **Magento 2 version 2.1.x, 2.2.x, 2.3.x CE & EE**

---

## Connect with QuickBooks Online

First of all, you need to integrate Magento 2 store with your QuickBooks Online account.

At back-end of Magento 2 store, click on **QuickBooks Online Integration > Configuration**:



The page will appear as follow:

Please follow the step in the video here to set up the environment and connection:

<https://www.useloom.com/share/ed648f8241974c6cbd95a27766927a73>



[www.useloom.com](https://www.useloom.com)

When connecting successfully, the backend page will be displayed as below. Click on **Save Config** button before continuing. This will help you avoid making the error.

[blocked URL](#)

Then, admins need to navigate to the **Configure the Accounts Type in QuickBooks Online** section and expand it.

Admins will need to set three account types (Asset Account Settings, Expense Account Settings and Income Account Settings) by clicking on the **Fetch All Accounts** button.

Then, the accounts will be fetched. If accounts are not automatically selected, admin need to select accounts from the drop-downs:

- Asset Account: an account with 'Other Current Asset' type
- Expense Account: an account with 'Cost of Goods Sold' type
- Income Account: an account with 'Income' type

blocked URL

⚠ After changing company, you have to sync accounts, tax codes and payment methods again

Finally, admins go to **Prefix Settings** and **Tax and Country Settings** section and expand them.

➡ **Prefix Settings:** In order to make sure that the synchronization process works correctly, admin should set a prefix for Invoice and Credit Memo, to differentiate between transactions synced from Magento and created on QBO. On QBO Company **Settings -> Sales -> Use Custom Transaction number should be OFF**.

Example: If admins enter "InvoiceTest" at the Invoice field, the invoice will be synced from Magento to QuickBooks Online with the format InvoiceTestXXXXXXXXXX.

⚠ Please note that the maximum number of characters allowed in this field is 12

➡ **Tax and Country Settings:** Admins need to choose their country and set a tax shipping type.

⚠ There are two fields that admins need to consider:

+ Country: Choose United Kingdom, Canada, France, Australia, Global or Other Country.

+ Tax With Shipping:

Please note that if your Country Setting is not Other, it is required to have a shipping tax in QuickBooks Online. So, admins need to set a tax type for the shipping fee.

If admins want to choose a free shipping tax, they only need to choose the tax named Tax Shipping Zero created by the extension.

If admins want to choose a shipping tax (no free), admins need to create a tax rule before. Then, it will be shown at drop-down options and admins will choose this tax.

The screenshot shows the 'Configuration' page in the Magento admin interface. The left sidebar contains a navigation menu with icons for Dashboard, Sales, Products, Customers, Marketing, Content, QuickBooks Online, Reports, Stores, System, and Partners & Extensions. The main content area is titled 'Configuration' and includes a 'Store View' dropdown set to 'Default Config' and a 'Save Config' button. The 'QuickBooks Online' section is expanded, showing 'QuickBooks Online Config' and 'Synchronization Settings'. The 'Prefix Setting' is highlighted with a red circle, showing fields for 'Order (global)' with the value 'orderTest' and 'Credit Memos (global)' with the value 'creditMemos'. The 'Tax Shipping with Country' is also highlighted with a red circle, showing a 'Country (store view)' dropdown set to 'Other'. A 'Save Config' button is visible in the top right corner.

➡ **Debug Mode:**



➕ Enable this option will log all requests to QuickBooks Online and their responses to [site root]/var/log/qbonline/debug.log. May contains sensitive data.

➕ **Debug Log Viewer:** Enable this to view Quickbooks connection log directly from the backend menu.

---

## How to synchronize data from Magento 2 store to QuickBooks Online

### Synchronization Settings

Admins are able to decide whether to synchronize data in Synchronization Settings tab: **Customers, Products (Items in QuickBooks Online), Orders, Invoices, and Credit Memos.**

Also, admins can choose the way to synchronize data either ***Immediately*** mode or ***Cron Job*** mode.

# Configuration

Store View: Default Config

Save Config

- GENERAL
- CATALOG
- MAGENEST
- CUSTOMERS
- SALES
- SERVICES
- ADVANCED



Connect with QuickBooks Online

## Synchronization Settings

Recommend: Should set cron job mode for Sales Receipt, Invoice, Creditmemo.  
You should read the setup cron job for your store [at here](#)

### Customers

Enable

[store view]

Yes

?

Sync Mode

[store view]

Cron job

Time

[store view]

5 minutes

### Products(Items)

Enable

[store view]

Yes

?

Sync Mode

[store view]

Cron job

Time

[store view]

5 minutes

- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes
- 45 minutes
- 1 hour
- 2 hours

### SalesReceipt

Enable

[store view]

Yes

?

Sync Mode

[store view]

Cron job

Time

[store view]

5 minutes

- Immediately
- Cron Job

### Invoices

Enable

[store view]

Yes

?

Sync Mode

[store view]

Cron job

Time

[store view]

10 minutes

### Credit Memos

Enable

[store view]

Yes

?

Sync Mode

[store view]

Cron job

Time

[store view]

5 minutes

## Setting Up Field Mapping

- **Mapping Payment Methods:**

At backend of **QuickBooks Online Integration** extension, navigate to **QuickBooks Online > Payment Method** click on **Synchronize** button to automatically connect payment methods between Magento 2 backend and QuickBooks page.



DASHBOARD  
SALES  
PRODUCTS

### Mapping Payment Methods

   quickbooksonline

Synchronize

Search by keyword 

Filters

Default View

Columns

Export

9 records found

20 per page 1 of 1

| Title                           | Code                     | Payment Methods Id in QBO |
|---------------------------------|--------------------------|---------------------------|
| No Payment Information Required | free                     | 8                         |
| Check / Money order             | checkmo                  | 9                         |
| Purchase Order                  | purchaseorder            | 10                        |
| Bank Transfer Payment           | banktransfer             | 11                        |
| Cash On Delivery                | cashondelivery           | 12                        |
| Credit Card Direct Post (Author | authorizenet_directpost  | 13                        |
| PayPal Billing Agreement        | paypal_billing_agreement | 14                        |
| Credit Card (Braintree)         | braintree                | 15                        |
| PayPal (Braintree)              | braintree_paypal         | 16                        |

 Copyright © 2016 Magento Commerce Inc. All rights reserved.

Magento ver. 2.1.0

[Report Bugs](#)

On QuickBooks page, click on gearwheel simple at the top right then choose **All Lists > Payment Methods:**

|              |                                 |             |              |     |
|--------------|---------------------------------|-------------|--------------|-----|
| Home         | Payment Methods                 |             | Run Report   | New |
| Customers    | < All Lists                     |             |              |     |
| Vendors      | Filter by name                  |             |              |     |
| Employees    | NAME ▲                          | CREDIT CARD | ACTION       |     |
| Transactions | American Express                | ✓           | Run report ▼ |     |
| Reports      | Bank Transfer Payment           |             | Run report ▼ |     |
| Sales Tax    | Cash                            |             | Run report ▼ |     |
|              | Cash On Delivery                |             | Run report ▼ |     |
|              | Check                           |             | Run report ▼ |     |
|              | Check / Money order             |             | Run report ▼ |     |
|              | Credit Card (Braintree)         |             | Run report ▼ |     |
|              | Credit Card Direct Post (Author |             | Run report ▼ |     |
|              | Diners Club                     | ✓           | Run report ▼ |     |
|              | Discover                        | ✓           | Run report ▼ |     |

- **Mapping Tax:**

The system has created a **Mapping Tax** tab that allows you to mapping tax from your Magento 2 store to QuickBooks Online account. First, admins need to click on **Add All Tax Code** button to add all tax code of your Magento 2 store to **Mapping Tax** page. Then, you can use **Synchronize** button to finish this mapping.

|                                                                                                                                                                                                       |                   |           |                  |               |              |               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------|------------------|---------------|--------------|---------------|
| <div> </div> <div>DASHBOARD</div> <div>SALES</div> <div>PRODUCTS</div> <div>CUSTOMERS</div> <div>MARKETING</div> <div>CONTENT</div> <div>REPORTS</div> <div>QUICKBOOKS ONLINE</div> <div>STORES</div> | Mapping Tax       |           | 1                |               | 2            |               |
|                                                                                                                                                                                                       |                   |           | Add All Tax Code |               | Synchronize  |               |
|                                                                                                                                                                                                       | Search by keyword |           | Filters          |               | Default View |               |
|                                                                                                                                                                                                       | 3 records found   |           | 20 per page      |               | 1 of 1       |               |
|                                                                                                                                                                                                       |                   |           |                  |               |              |               |
|                                                                                                                                                                                                       |                   | Entity Id | Magento Tax Id   | Code          | Rate(%)      | Tax Id in QBO |
|                                                                                                                                                                                                       |                   | 1         | 1                | US-CA-*Rate 1 | 8.25         | 10            |
|                                                                                                                                                                                                       |                   | 2         | 2                | US-NY-*Rate 1 | 8.38         | 11            |
|                                                                                                                                                                                                       |                   | 3         | 3                | tax_new       | 10.00        | 13            |

Note that your Magento 2 store need to have **Tax Rules** before creating mapping tax:


  
STORES


  
QUICKBOOKS ONLINE


  
REPORTS


  
CONTENT


  
MARKETING


  
CUSTOMERS


  
PRODUCTS


  
SALES


  
DASHBOARD






magenest

Add New Tax Rule

Search

Reset Filter

1 records found

20

▼

per page

<

1

of 1

>

| Name                 | Customer Tax Class   | Product Tax Class    | Tax Rate             | Priority             | Subtotal Only        | Sort Order           |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| New                  | Retail Customer      | Taxable Goods        | tax_new              | 0                    | 0                    | 0                    |


Copyright © 2017 Magento Commerce Inc. All rights reserved.


Magento ver. 2.1.0

[Report Bugs](#)

## Process Synchronization

If the App mode is Cron Job, Queue page is the place which the created, updated data is stored in and are waiting to be synced. If you want to sync data right away, you can press **Sync Now** button. You can decide whether to synchronize any items on **List Queue** page by remove selected data from the grid.

Admin can add all orders, invoices and memos to queue on only add transactions based on their creation date.



Please note that synchronizing will take some time, the length of time depends on the size of the database.

blocked URL

When the progress is done, go to **QuickBooks Online > View History Logs** and check what is synchronized in the grid.

- If the data is synchronized right, the Status will be **SUCCESS** and the Message will be "OK"
- If there's a problem during process synchronization, the status will be **FAILED** and the message tab will show the error message like the record below.

DASHBOARD
SALES
PRODUCTS
CUSTOMERS
MARKETING
CONTENT
REPORTS
**QUICKBOOKS ONLINE**
STORES

History Logs

Search by keyword

Q

Filters

Columns

Export

Actions

Delete

11 records found (2 selected)

20

per page

1 of 1

ID

Type

Magento Entity ID

QuickBooks Online ID

Synced Time

Message

Status

11

Product

5

2017-05-11 02:20:31

Business Validation Error: When you create an item, if Track quantity on hand is turned on, the item must be of type Inventory.

FAILED

10

Product

4

28

2017-05-11 02:20:29

OK

SUCCESS

9

Product

3

27

2017-05-11 02:20:27

OK

SUCCESS

8

Product

2

26

2017-05-11 02:20:25

OK

SUCCESS

7

Customer

1

69

2017-05-11 02:20:23

OK

SUCCESS

## Main Functions

- When a new account is registered in front-end of Magento 2 or an existed customer is updated, QuickBooks Online Integration extension will allow synchronizing this record automatically to QuickBooks Online.

## Create New Customer Account

### Personal Information

First Name \*

Last Name \*

☐ Sign Up for Newsletter

### Sign-in Information

Email \*

Password \*

Password Strength: Medium

Confirm Password \*

Create an Account

[Privacy and Cookie Policy](#)

[Search Terms](#)

[Contact Us](#)

[Orders and Returns](#)

[Advanced Search](#)

 Enter your email address

Subscribe

DASHBOARD
SALES
PRODUCTS
CUSTOMERS
MARKETING
CONTENT
REPORTS
QUICKBOOKS ONLINE
STORES

# John Richar

Back
Delete Customer
Reset
Create Order
Reset Password
Force Sign-In
Save and Continue Edit
Save Customer

Updated success this customer{Id: 3} in QuickBooksOnline.

You saved the customer.

CUSTOMER INFORMATION

Customer View

Account Information

Addresses

Orders

Personal Information

Last Logged In: Dec 28, 2016, 4:27:30 AM (Offline)

Account Lock: Unlocked

Confirmed email: Confirmation Not Required

Account Created: Dec 28, 2016, 4:27:23 AM

Account Created in: Default Store View

Customer Group: General

Default Billing Address

The customer does not have default billing address.

Home
Customers
Vendors
Employees
Transactions
Reports
Sales Tax

John Richar
1987 Main St., Middlefield, CA 94303
Add notes

Transaction List
Customer Details

Customer
Geeta Kalapatapu

Email
Geeta@Kalapatapu.com

Phone
(650) 555-0022

Mobile

Fax

Website

Notes
Add notes

Billing address
1987 Main St.  
Middlefield, CA 94303

Shipping address
1987 Main St.  
Middlefield, CA 94303

Terms

Payment method

Preferred delivery method
Print

Tax resale no.

Edit
New transaction

\$629.10 OPEN

\$629.10 OVERDUE

- When admins create or update information of products in **Magento 2 store**, data will be automatically synced into QuickBooks Online Items.

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

QUICKBOOKS ONLINE

STORES

SYSTEM

## Catalog

Actions

6 records found

20

<

>

|                          | ID | Thumbnail | Name                  | Type                 | Attribute Set | SKU                   | Price   | Quantity ↓ | Visibility      | Status  | Websites     | Action               |
|--------------------------|----|-----------|-----------------------|----------------------|---------------|-----------------------|---------|------------|-----------------|---------|--------------|----------------------|
| <input type="checkbox"/> | 5  |           | Jackets               | Grouped Product      | Default       | Jackets               |         | 0.0000     | Catalog, Search | Enabled | Main Website | <a href="#">Edit</a> |
| <input type="checkbox"/> | 2  |           | Riona Full Zip Jacket | Simple Product       | Default       | Riona Full Zip Jacket | \$12.00 | 5.0000     | Catalog, Search | Enabled | Main Website | <a href="#">Edit</a> |
| <input type="checkbox"/> | 3  |           | Ingrid Running Jacket | Virtual Product      | Default       | Ingrid Running Jacket | \$85.00 | 15.0000    | Catalog, Search | Enabled | Main Website | <a href="#">Edit</a> |
| <input type="checkbox"/> | 4  |           | Yoga Adventure        | Downloadable Product | Default       | Yoga Adventure        | \$75.00 | 25.0000    | Catalog, Search | Enabled | Main Website | <a href="#">Edit</a> |

Copyright © 2017 Magento Commerce Inc. All rights reserved.

Magento ver. 2.1.0

intuit quickbooks

Home

Customers

Vendors

Employees

Transactions

Reports

Sales Tax

|                          |  |                          |                |           |                 |
|--------------------------|--|--------------------------|----------------|-----------|-----------------|
| <input type="checkbox"/> |  | Sod                      |                | Service   | Sod             |
| <input type="checkbox"/> |  | Soil                     |                | Service   | 2 cubic ft. ... |
| <input type="checkbox"/> |  | Sprinkler Heads          |                | Inventory | Sprinkler ...   |
| <input type="checkbox"/> |  | Sprinkler Pipes          |                | Inventory | Sprinkler P...  |
| <input type="checkbox"/> |  | Test for synchronization | Test for sy... | Inventory |                 |
| <input type="checkbox"/> |  | test12345                | test12345      | Inventory |                 |
| <input type="checkbox"/> |  | test124                  | test123        | Inventory |                 |
| <input type="checkbox"/> |  | Trimming                 |                | Service   | Tree and S...   |

Product/Service information

Inventory

Name\*

Yoga Adventure

SKU

Yoga Adventure

☐ Is sub-product/service

Enter parent product/service

Quantity on hand

Adjust: [Quantity](#) | [Starting value](#)

25

Reorder point

[What's the reorder point?](#)

Inventory asset account

Asset Account using sync with Magento

SHOW MORE

Save and close

- When an order is created in Magento 2, this order will be automatically synced in QuickBooks Online as an open invoice

blocked URL

blocked URL

- When an invoice is created in Magento 2, this invoice will be automatically synced in QuickBooks Online as a Payment attached to the open invoice to change invoice status to Paid.

blocked URL

blocked URL

- When a credit-memos is created in Magento 2, this credit-memos will be automatically synced in **QuickBooks Online** account.

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

### Credit Memos

Filters

Default View

Columns

Export

Actions

2 records found

20 per page

1 of 1

| <input type="checkbox"/> | Credit Memo | Created                | Order     | Order Date              | Bill-to Name   | Status   | Refunded | Action               |
|--------------------------|-------------|------------------------|-----------|-------------------------|----------------|----------|----------|----------------------|
| <input type="checkbox"/> | 000000001   | Jan 5, 2017 4:49:31 AM | 000000012 | Oct 11, 2016 2:52:19 PM | Dawn Capodanno | Refunded | \$272.00 | <a href="#">View</a> |
| <input type="checkbox"/> | 000000002   | Jan 5, 2017 8:05:46 AM | 000000014 | Jan 5, 2017 4:57:54 AM  | John Richar    | Refunded | \$75.00  | <a href="#">View</a> |

Copyright © 2017 Magento Commerce Inc. All rights reserved.

Magento ver. 2.1.0[Report Bugs](#)

Home

Customers

Vendors

Employees

Transactions

Banking

Sales

Expenses

Chart of Accounts

Reports

Sales Tax

### Sales Transactions

New transaction

Unbilled Last 365 Days

Unpaid Last 365 Days

Paid

\$0 0 ESTIMATE

\$750 2 UNBILLED ACTIVITY

\$5,282 20 OVERDUE

\$5,816 22 OPEN INVOICES

\$0 0 PAID LAST 30 DAYS

Filter

All dates

Credit memos

Clear filter / View all

Batch actions

| <input type="checkbox"/> | DATE        | NO.     | CUSTOMER             | TOTAL     | STATUS    | ACTION                |
|--------------------------|-------------|---------|----------------------|-----------|-----------|-----------------------|
| <input type="checkbox"/> | 01/05/20... | 0000... | Dawn Capodanno       | \$-267.00 | Unapplied | <a href="#">Print</a> |
| <input type="checkbox"/> | 01/05/20... | 0000... | John Richar          | \$-75.00  | Unapplied | <a href="#">Print</a> |
| <input type="checkbox"/> | 11/07/20... | 1026    | Amy's Bird Sanctuary | \$-100.00 | Closed    | <a href="#">Print</a> |
| Totals (all)             |             |         |                      | \$-442.00 |           |                       |

< First Previous 1-3 of 3 Next Last >

Map Payment methods with deposit accounts

- From **QuickBooks Online Synchronization**, select **Fetch All Accounts**.  
blocked URL

 **Note:** if the list of accounts has changed on QuickBooks Online, admin have to use this button again for updating.

- From **QuickBooks Online**, go to **Payment Methods Mapping**, then press **Synchronize**.
- Select any payment method, choose a deposit account from the dropdown list, then **Save**.

blocked URL

 **Note:** Only accounts with type Current Assets or Cash and cash equivalents can be used as a deposit account. Invoices with payment methods not linked to a deposit account will be synced to Undeposited Funds/Uncategorized Assets account by default.

## QuickBooks Online Default Synchronization Fields

### Customer

| Magento Customer            | QBO Customer          |
|-----------------------------|-----------------------|
| Email                       | Email                 |
| First name                  | Given Name            |
| Last name                   | Family Name           |
| ID                          | Suffix                |
| Telephone                   | Phone                 |
| Default Billing Address     | Bill Address          |
| Default Shipping Address    | Shipping Address      |
| First name + Last name + ID | Display Name (unique) |
| qbo_id                      | ID                    |

### Product

| Magento Product   | QBO Item                               |
|-------------------|----------------------------------------|
| Name              | Name, PurchaseDesc, FullyQualifiedName |
| Short Description | Description                            |
| Price             | Unit Price                             |
| Tax Enable        | Taxable                                |
| Sku               | Sku                                    |
| Qty               | Qty On Hand                            |
| Created At        | Inventory Start Date                   |

 Qty On Hand and Inventory Start Date requires QuickBooks Online Plus plan or above. QBO Item name depends on setting on Magento (use Product name/use product SKU/use both name and SKU )

### Order

|                 |                  |
|-----------------|------------------|
| Magento 2 Order | QBO Open Invoice |
|-----------------|------------------|

|                           |                                |
|---------------------------|--------------------------------|
| Increment ID              | Document Number                |
| Customer                  | CustomerRef                    |
| Items                     | Line Items                     |
| Grand Total               | Total Amount                   |
| Customer Email            | Billing Address                |
| Tax                       | TxnTaxDetail -> Total Tax      |
| Created At                | TxnDate                        |
| Product Qty               | Quantity each product in order |
| Price Each Product        | Rate                           |
| Total amount each Product | Amount                         |
| Discount Amount           | Discount                       |
| Shipping Fee              | Shipping                       |
| Billing address           | Billing address                |
| Shipping Address          | Shipping Address               |

## Invoice

| Magento Invoice    | QBO Payment               |
|--------------------|---------------------------|
| Method QBO ID      | Payment Method Ref        |
| Created At         | TxnDate                   |
| Tax Amount         | TxnTaxDetail -> Total Tax |
| Customer Reference | CustomerRef               |
| Order ID           | Linked Invoice ID         |
| Grand Total        | Total Amount              |
| Customer Email     | Billing Email Address     |

## Credit Memo

| Magento Credit Memo | QBO Credit Memo           |
|---------------------|---------------------------|
| Increment ID        | Document Number           |
| Created At          | TxnDate                   |
| Tax Amount          | TxnTaxDetail -> Total Tax |
| CustomerRef         | Customer Reference        |
| Items               | Line Items                |
| Item qty            | Qty                       |
| Product price       | Amount                    |
| Amount product      | Total                     |
| Shipping Fee        | Shipping                  |
| Discount Amount     | Discount                  |
| Grand Total         | Total Amount              |
| Customer Email      | Billing Email Address     |

---

# Common Issues

## The redirect\_uri query parameter value is invalid.

- + Cause: the redirect URI on the Intuit app is different from the URI on Magento installation.
- + Reason: the redirect URI shown on Magento QuickBooks Online config page is [website base URL]+'qbonline/connection/success'. The real redirect URI might be different due to Magento settings or web server settings.
- + How to solve: find the real redirect URI of Magento site:
  - Copy the redirect URI and open this link on new browser tab.
  - Copy the final URL in the address bar (ends in 'qbonline/connection/index/').
  - Change the final URL to end with 'qbonline/connection/success' and use the modified address as redirect URI on Intuit App.
  - Save the Intuit app then reconnect.

## Make sure all your transactions have a tax rate before you save

- + Cause: QuickBooks tax is not properly set on Magento.
- + Reason: some countries i.e. UK or Canada requires all sale items to have a tax code, including tax-free items, which needs to have a 0% rate attached.
- + How to solve: verify the following steps are performed on Magento backend:
  - On Tax Code Mapping menu, choose 'Add All Tax Codes' then 'Synchronize' . Synced tax rates will have a 'Tax ID in QBO' value. If there are rates without value after syncing, please check History Logs menu for the cause
  - On QuickBooks Online config page, on Tax and Country Settings, select your country. If Free Tax and Tax With Shipping option shows up, select the appropriate rate for them (if your site doesn't have a 0% rate, our extension creates a tax\_zero\_qb 0% rate which you can choose instead)
  - Save Config and resync failed transactions

## Invalid header line detected' for all requests to QuickBooks, or Config page is blank'

- + Cause: Magento 2 doesn't intercept responses from QuickBooks correctly.
- + Reason: QuickBooks have started sending responses in HTTP/2 instead of HTTP/1.1 . Some versions of Magento 2 doesn't read HTTP/2 responses correctly.
- + How to solve: patch the bug with reading HTTP/2 responses.
  - Backup the file at [site root]/vendor/magento/zendframework1/library/Zend/Http/Response.php
  - Open this file with a text editor and find the following 2 lines:

```
if (! preg_match('/^\d\\.\\d$', $version) ) {  
  
    (around line 185) and change it to  
  
if (! preg_match('/^\d(\\.\\d)?$', $version)) {  
  
if ($index === 0 && preg_match('#^HTTP/d+(?:\\.\\d+)[1-5]d+#', $line)) {  
  
    (around line 517) and change it to  
  
if ($index === 0 && preg_match('#^HTTP/d+(?:\\.\\d+)[1-5]d+#', $line)) {
```
  - Save the file, clear cache and try again.

---

## Update

- When a new update is available, we will provide you with a new package containing our updated extension.
- You will have to delete the module directory and repeat the installing steps above.
- Flush the config 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 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 in your site exactly like our demo.
- Support **DOES NOT** include other services such as customizing our products, installation and uninstallation service.

---

Once again, thank you for purchasing our extension. If you have any questions relating to this extension, please do not hesitate to contact us for support.