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

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

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:**
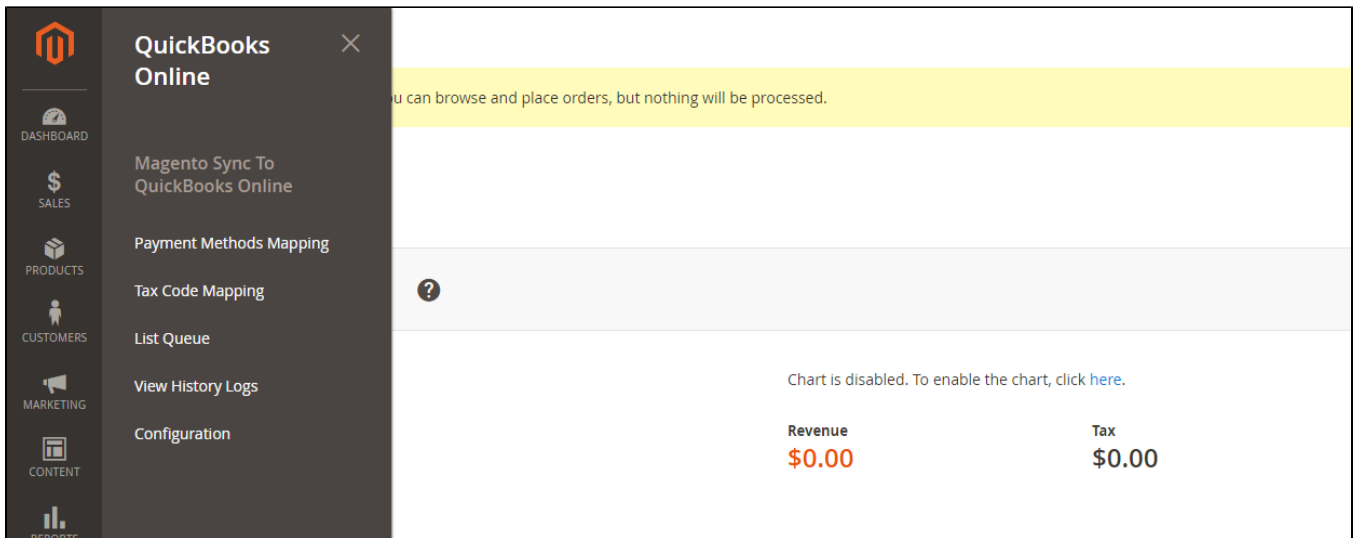
The page will appear as follow:

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

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

www.useloom.com

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.

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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

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⚠ 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 InvoiceTestXXXXXXXXXXX.

> ⚠ 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.

🚫 **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 ˅

qb Connect with QuickBooks Online   ⌄

Synchronization Settings   ⌃

Recommend: Should set cron jon mode for Sales Receipt, Invoice, Creditmemo.
You should read the setup cron job for your store at here

⌃ **Customers**

Enable   Yes ▾
[store view]   ❓

Sync Mode   Cron Job ▾
[store view]

Time   5 minutes ▾
[store view]

⌃ **Products(Items)**

Enable   Yes ▾
[store view]   ❓

Sync Mode   Cron Job ▾
[store view]

Time   5 minutes ▾
[store view]

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

⌃ **SalesReceipt**

Enable   Yes ▾
[store view]   ❓

Sync Mode   Cron Job ▾
[store view]

Time   5 minutes ▾
[store view]

| Immediately |
| Cron Job |

⌃ **Invoices**

Enable   Yes ▾
[store view]   ❓

Sync Mode   Cron Job ▾
[store view]

Time   10 minutes ▾
[store view]

⌃ **Credit Memos**

Enable   Yes ▾
[store view]   ❓

Sync Mode   Cron Job ▾
[store view]

Time   5 minutes ▾
[store view]

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.

Mapping Payment Methods

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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

Magento ver. 2.1.0
Report Bugs

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

- **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.

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

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.

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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.

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.

LUMA

Sale   Training   Women

Create New Customer Account

Personal Information

First Name *

John

Last Name *

Richar

☐ Sign Up for Newsletter

Sign-in Information

Email *

johnbk1212@gmail.com

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**

John Richar

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

🔍 🔔 9 👤 quickbooksonline ▾

✓ 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.

John Richar ✉ 🔗

1987 Main St., Middlefield, CA 94303

Add notes

Edit | **New transaction ▾**

$629.10 OPEN

$629.10 OVERDUE

Transaction List | **Customer Details**

Edit

Customer	Geeta Kalapatapu	Billing address	1987 Main St. Middlefield, CA 94303	
Email	Geeta@Kalapatapu.com	Shipping address	1987 Main St. Middlefield, CA 94303	
Phone	(650) 555-0022			
Mobile		Terms		
Fax		Payment method		
Website		Preferred delivery method	Print	
Notes	Add notes	Tax resale no.		

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

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

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- 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.

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

Map Payment methods with deposit accounts

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

⚠️ **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**.

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⚠️ **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	TnxTaxDetail -> Total Tax
Created At	TnxDate
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.