QuickBooks Sync
User Guide

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Introduction

The **QuickBooks Sync** utility is a standalone Windows application that directly connects to your DataManager database and a QuickBooks company file to sync data. QuickBooks Sync provides extensive, fully automated data synchronization in intervals as short as 5 minutes. The application also pulls customer balances back into DataManager, enabling timely and accurate balance updates.

This document provides detailed explanations and guidelines for each configuration setting.

System Requirements

Your system must meet the following requirements to run QuickBooks Sync:

- Windows 7
- 1 GB RAM
- .NET Framework 4.5 (included in installer)
- DataManager installed on device (OneTouch Suite version 5.1130.9109 or later required)
- QuickBooks Pro or Enterprise (2016 recommended)

What data does QuickBooks Sync Transmit?

- **Customers**
    - Name, company name, address
    - Current balance (for new customers only)
- **Inventory**
    - Items and/or categories
    - Use Description or Stock Number as the QuickBooks item name
    - Account mapping for Income, Asset, and Cost of Goods accounts
        - Can optionally be mapped based on inventory category
    - Purchase cost, sales price, maximum and minimum quantities, re-order point (as minimum quantity)
    - Item's inventory category (as parent item)
    - On-hand count (for new inventory items only)
- **Vendors (requires inventory sync)**
    - Name, address
- **Inventory receipts (requires inventory sync)**
    - Can be synced as receipts or bills (no per-vendor configuration)
    - Sync as items or account expenses
- **Inventory adjustments (requires inventory sync)**
    - Syncs both quantity modifications and quantity replacements
- **Transactions (requires inventory and customer sync)**
    - Retail sales as Sales Receipts
    - Customer charges as Invoices
    - Refunds and other negative-amount transactions as Credit Memos
    - Split-tender transaction support
        - Sync as Sales Receipts with "Split" payment method, or Invoices with payment method break-out
    - ROA payments

Setup

You must configure several QuickBooks Sync settings before you can begin syncing data. The application needs to know how often to sync with QuickBooks, what information should be synced, and how to handle historical data during the first sync.

When you configure QuickBooks Sync for the first time, QuickBooks must be open so it can be authorized to read your QuickBooks company file. QuickBooks Sync only interacts with one company file, so ensure you open the appropriate file when completing this configuration. QuickBooks does not need to be open once QuickBooks Sync has been authorized.

Note: QuickBooks Sync is a desktop application, not a Windows service. It will only run if you are logged into the workstation where QuickBooks Sync is installed. For a sync to occur, you must also be logged in with the same user account where the application was installed, and the sync application must be left running.

Interval
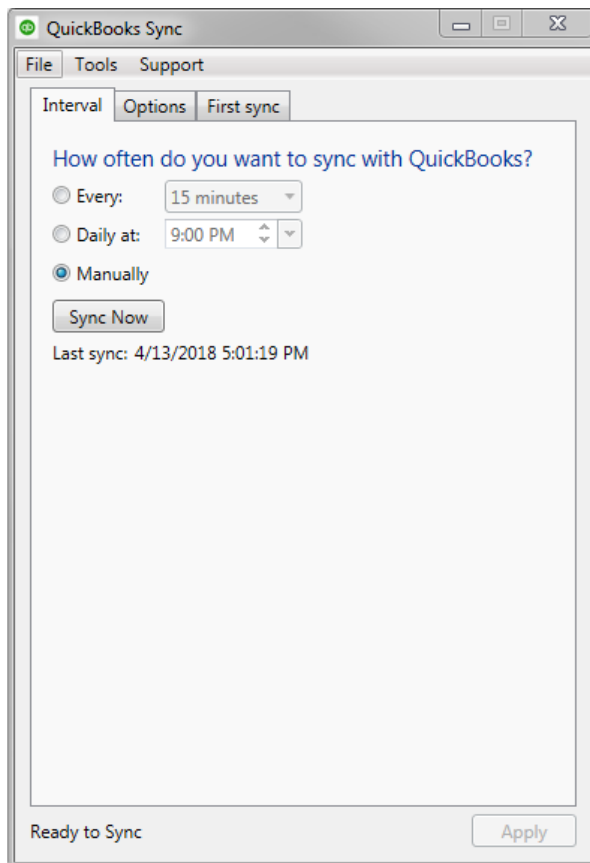
The options in the **Interval** tab control how often the application will attempt to sync with QuickBooks. The configurable sync intervals include:

- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes
- 60 minutes
- Daily at a specified time
- Manually

It is recommended that you **perform the first sync manually**, since it can take a considerable amount of time for the application to collate data between DataManager and QuickBooks. Once the initial sync is complete, you can establish a consistent interval schedule, if desired.

Note: If it takes longer to complete a sync than the specified interval, the application will try again after another interval has passed to avoid data corruption, loss, or duplication. *(E.g., if the application is configured to sync every 5 minutes but a sync takes 6 minutes to complete, the second sync will occur 10 minutes after the first.)*

Options
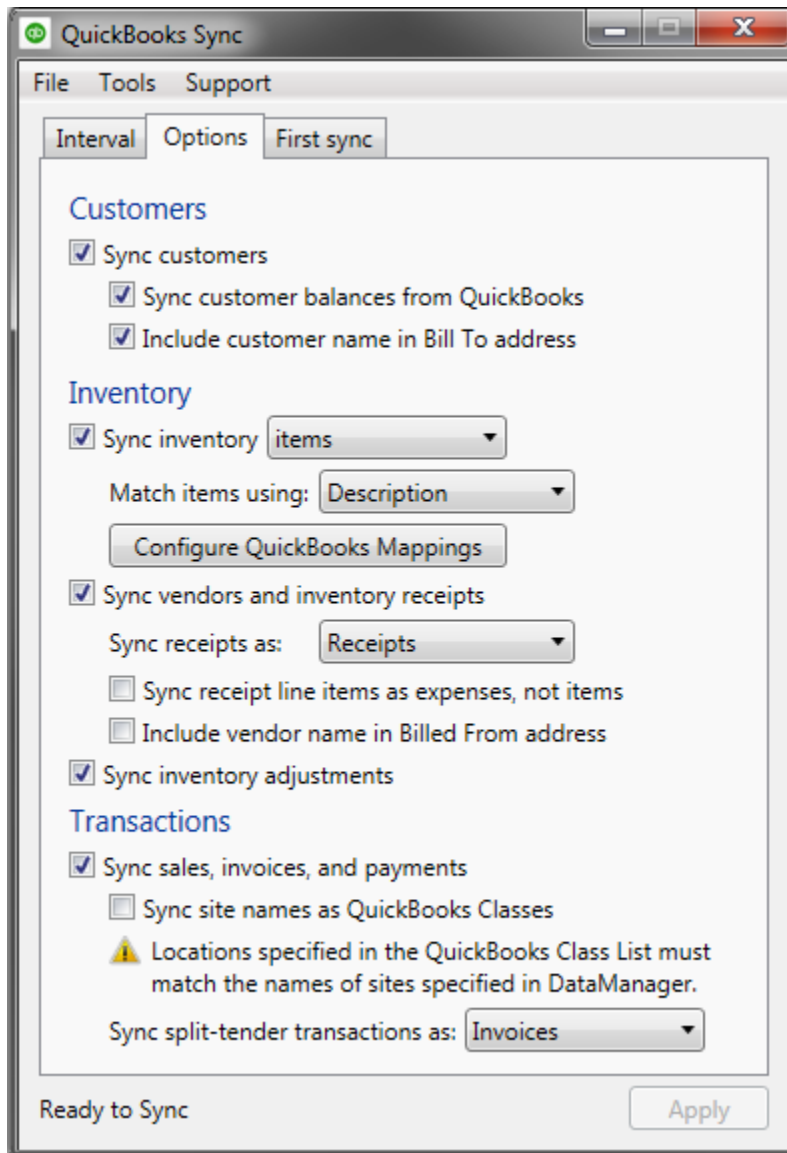
Customers

Sync customers

The **Sync customers** checkbox sends DataManager customer names and addresses to QuickBooks. If a customer's information changes in DataManager, it will be updated in QuickBooks. ***Note***: *Phone numbers and email addresses are not synced.*

Sync customer balances from QuickBooks

You can only use this option when **Sync customers** is checked. This option imports customer balances from QuickBooks to DataManager. **This will overwrite the balances in DataManager and cannot be**

undone. It is strongly advised that you verify the customer balances in QuickBooks are accurate before enabling this option.

Include customer name in Bill To Address

You can only use this option when **Sync customers** is checked. This will submit the customer's name to QuickBooks as the first line of the **Bill To** address field. The **First** and **Last Name** fields in DataManager are used if they are not blank, otherwise the **Name** field is used. If you currently use the **Bill To** field for your customers' names, it is strongly recommended that you enable this option to prevent data loss.

Inventory

Sync Inventory

You can choose whether to sync inventory **categories** or individual **inventory items** when configuring QuickBooks Sync:

Categories

When this option is selected, only inventory categories will be synced from DataManager to QuickBooks; individual inventory items will not be synced. When other portions of the sync need to reference an inventory item, they will use its category instead.

Items

When this option is selected, all DataManager inventory items and their corresponding details will be synced to QuickBooks, including:

- Item name
- Description
- Minimum stock quantity
- Maximum stock quantity
- Cost
- Sale price

Match Items Using

The **Match Items Using** drop-down menu specifies which DataManager field to use when matching inventory items to the **Item Name** field in QuickBooks:

Stock Number

This option is most reliable when syncing inventory to a new QuickBooks company file because stock numbers are guaranteed to be unique. However, if you include invoice detail in QuickBooks statements, only the stock number will be shown. You may also need to de-duplicate any existing inventory items in QuickBooks, as this sync mode will not associate them with DataManager's inventory.
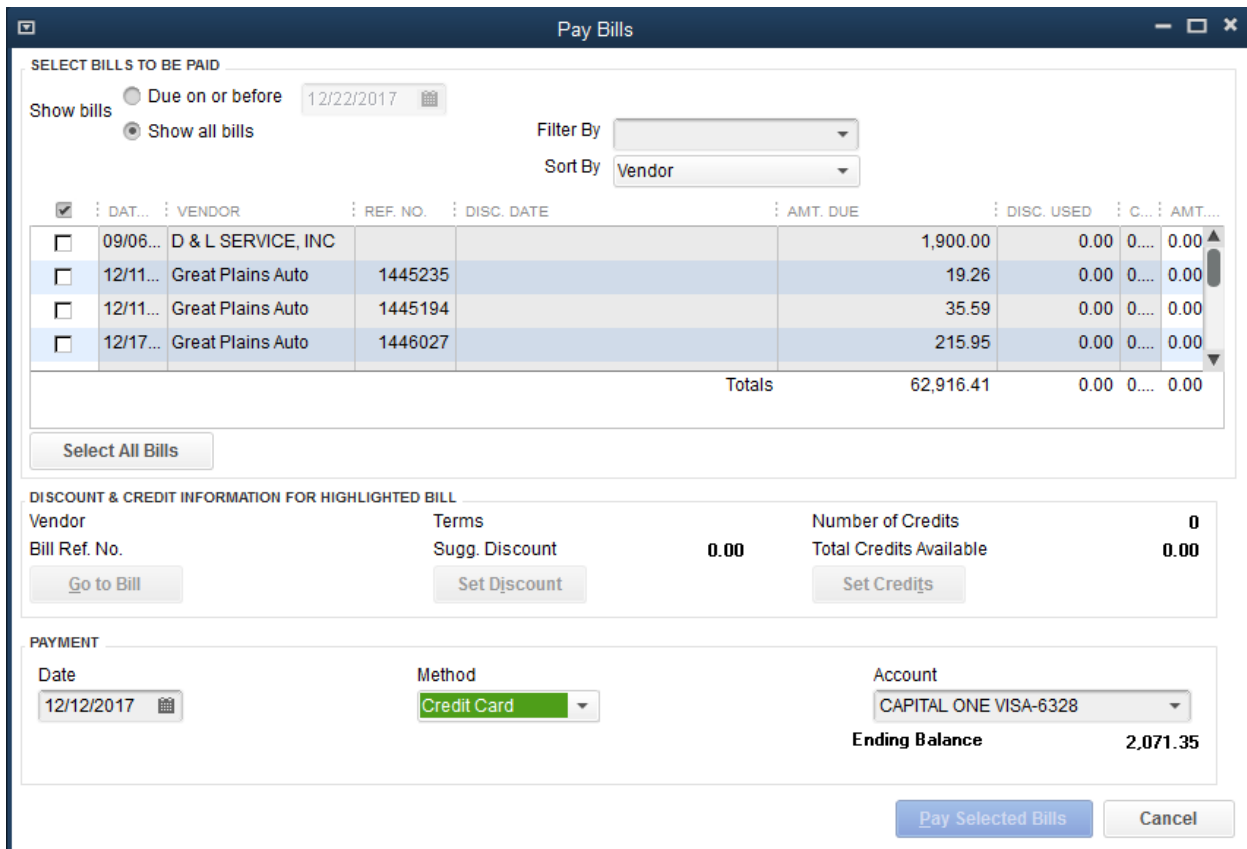
Description

This option creates more legible item names in QuickBooks but is more prone to potential sync issues if item descriptions are longer than 31 characters. If the QuickBooks and DataManager item descriptions do not match, it is recommended to change the DataManager descriptions to match the ones in QuickBooks.

Sync Vendors and Inventory Receipts

When this option is checked, your DataManager vendor list and inventory receipts will be synced to QuickBooks. You may choose to sync receipts to QuickBooks as **Item Receipts** or as **Bills**.

Note: QuickBooks Sync cannot sync inventory receipts as Credit Card Charge records in QuickBooks. If you record certain vendors' receipts as Credit Card Charges, you can sync receipts as **Bills** and use the **Pay Bills** screen in QuickBooks to pay those bills with your credit card. See the image below:

Note: When syncing inventory by category, inventory receipts will also be synced using categories, not by individual items.

Sync receipt line items as expenses, not items

This option is only available when **Sync vendors and inventory receipts** is enabled. When this option is checked, the individual items within an inventory receipt will be synced as expenses. These expenses will be billed to the income amount specified for the inventory item's category in the QuickBooks **Account Mapping** dialog.

Include vendor name in Billed From Address

This option is only available when **Sync vendors and inventory receipts** is enabled. When this option is checked, the vendor's name will be submitted to QuickBooks as the first line of the **Billed From** address field. If you are already using the **Billed From** line for vendor names in Quickbooks, you should enable this option to avoid data loss.

Sync inventory adjustments

This option is only available when **Sync vendors and inventory receipts** is enabled. When this option is checked, inventory adjustments created in DataManager will be synced to QuickBooks. The adjustment ID will be used as the reference number in QuickBooks. Adjustments created in QuickBooks will not be synced back to DataManager. Inventory adjustments are dated to the time they were entered in DataManager. To configure the account used for inventory adjustments, see the **Account Mapping** section below.

Note: You should only enable inventory adjustment sync if you are syncing inventory at the item level.

Account Mapping

Click **Configure QuickBooks Mappings** to map inventory data to QuickBooks. If inventory sync is enabled, this configuration must be completed before the sync can be initiated.

Sales Tax

QuickBooks requires that each transaction specifies which taxes should be applied to the sale or invoice. Inventory marked as **non-tax** in DataManager is synced using the **Non** tax code, which prevents the specified sales tax group from being applied to it. All other inventory is synced with the **Tax** code, so the sales tax group applies.

Note: QuickBooks Sync is only able to apply a single sales tax group to synced transactions.

Let QuickBooks calculate sales tax

If you apply a **consistent sales tax** to all taxable items in your inventory, select **Let QuickBooks calculate sales tax** to allow QuickBooks to handle sales tax calculation and accounting internally. In the **QuickBooks sales tax group** drop-down, specify the correct tax group in QuickBooks that matches the rate you have configured in DataManager.

Sync sales tax to QuickBooks as a transaction item

If you apply **different tax amounts** to taxable items, you cannot use QuickBooks' built-in sales tax calculations. Instead, you will need to select **Sync sales tax to QuickBooks as a transaction line item**. A new **Other Charge** item named **Sales Tax** will be automatically added to QuickBooks to track this information.

To ensure this new **Other Charge** item is used for calculations, you will need to either delete or rename the existing **Sales Tax** item in QuickBooks.

When syncing sales tax as a transaction line item, you **must specify a sales tax group with a total tax rate of 0%** to avoid double-taxing your transactions in QuickBooks. When choosing a QuickBooks account for tracking applied sales tax, you should use the **Other Current Liability** account type in QuickBooks. **You must create a new account for this purpose**; QuickBooks does not allow an item which references the built-in **Sales Tax Payable** account to be created, even though it is the same account type.

Chart of Accounts

QuickBooks requires that each inventory item specifies which accounts should be used to track orders and sales. By default, QuickBooks Sync uses the same set of accounts for all inventory items, which are configured using the three **Default** account dropdowns. These accounts are pulled from your QuickBooks company file and must be fully configured before you run the sync utility. Accounts are shown with their account number (sometimes referred to as GL account number), followed by their name.

Account mapping is only applied to inventory items when they are created in QuickBooks during a sync. Account mappings are *not* applied to existing inventory items and are *not* updated during subsequent syncs. If you wish to change an inventory item's account mappings, you must do so through QuickBooks.

QuickBooks also requires that an account be specified for any inventory adjustments you make. To specify an account, select one from the **Inventory adjustment account** drop-down. This account does not apply to inventory item sync; it will only apply to inventory adjustments.

Convert DataManager Categories to QuickBooks Parent Items

This option syncs DataManager's inventory categories to QuickBooks as inventory items. The inventory items will then be synced as children of these parent items. Enabling this option is highly recommended if you have already configured your QuickBooks item list this way, as it will prevent QuickBooks Sync from

creating duplicate inventory items. Prior to running the sync utility, you should ensure the **parent item names** match the counterpart **DataManager inventory categories**.

Note: This setting has no effect if you are only syncing inventory categories.

Use Separate Accounts for Each DataManager Inventory Category

Checking this option activates the list of DataManager inventory categories at the bottom of the screen, allowing you to specify different income, asset, and cost of good accounts for each category.

Note: When using this option, **all** categories must be fully mapped before you can save the settings. If an item is not in any mapped inventory category, the default global mappings will be applied.

Apply defaults

This button allows you to quickly apply the values you selected for the default **income**, **asset**, and **cost of goods** accounts to all of the drop-downs in the per-category mapping area. The defaults will only be applied to blank drop-downs; any drop-downs that you have previously configured will *not* be modified. Once defaults are applied, you can customize any of the categories that should be mapped to other accounts.

Transactions

Sync Sales, Invoices, and Payments

You can use this option if both the **customer** and **inventory sync** options are enabled. Enabling this option allows QuickBooks Sync to communicate which items are included in each transaction and which customers should be billed to QuickBooks.

- **Cash**, **credit**, **debit**, and **check sales** at the register or pump are recorded as **sales receipts** in QuickBooks. If a transaction is associated with a particular customer, it will appear on that customer's transaction list in QuickBooks.

- **Private/fleet card purchases** are recorded as **invoices** in QuickBooks. Invoices are mapped to the customer's account and affect their current balance.

- **ROA payments** are synced to QuickBooks as **customer payments** and are credited towards customer invoices from oldest to newest. In general, however, QuickBooks is better suited for handling customer payments, invoicing, and statements.

- **Negative transaction amounts** are synced to QuickBooks as **credit memos** because QuickBooks does not support creating Sales Receipts or Invoices with negative dollar amounts.

- **Transactions containing inventory items that have been deleted from DataManager** since completing the sale will be synced as **orphaned inventory**. A distinct inventory item is created to track these items during the first transaction sync.

Sync site names as QuickBooks classes

You can enable this option when **sales, invoices, and payments sync** is enabled. When this option is enabled, QuickBooks Sync will include the name of the site where the transaction occurred as a QuickBooks **class reference**. This option is useful for tracking sales by location, which is referred to as a **class** in QuickBooks. The entries in the QuickBooks class list must match the site names in

DataManager. Site names are not synced to QuickBooks, so this configuration must be completed manually in advance.

Sync split-tender transactions

If you accept multiple forms of payment for a single transaction (such as cash and check, or credit card and on-account charge), you can sync those transactions as either **Sales Receipts** or **Invoices** depending on your preference:

- **Sales Receipts** - **(*Recommended if payment method is not necessary for your accounting.*)**

  QuickBooks does not support multiple payment methods on a Sales Receipt. As a result, when syncing split-tender transactions as Sales Receipts, the transaction will sync over like a regular sale but will include a unique payment method called **Split**.

- **Invoices** – **(*Recommended if you break down income by payment method for your accounting.*)**

  With this option, each payment method will be immediately applied to the invoice as a separate payment. Because payments made through on-account or private card charges represent uncollected funds, split-tender transactions that include one of these payment methods will always sync as Invoices, even when the configuration is set to sync as **Sales Receipts**.

First Sync

You can use the options in this tab to configure the way QuickBooks Sync will handle historical data the first time you sync with QuickBooks.
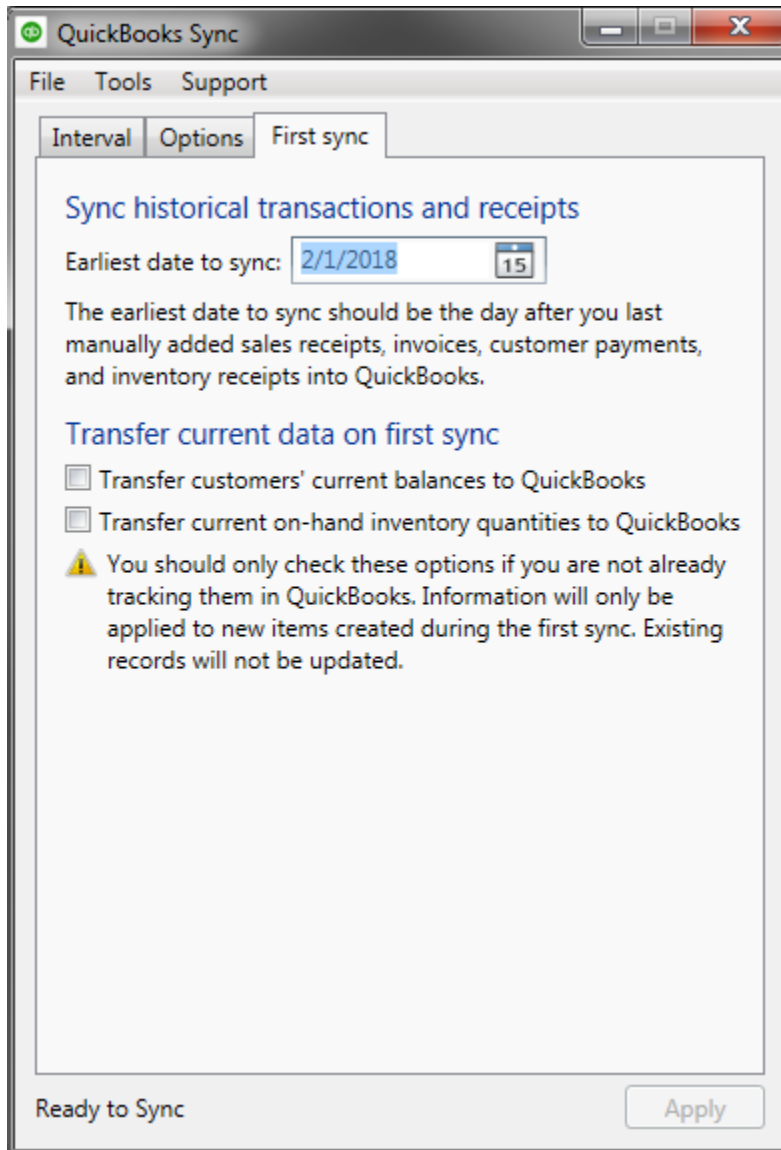
Sync historical transactions and receipts

If you are already using QuickBooks for your accounting, you should set the **earliest date to sync** to the day after the last date you manually imported transactions and other records.

Transfer current data on first sync

If you are setting up QuickBooks for the first time to use with QuickBooks Sync, you can use the following options to sync a current snapshot of your DataManager data as a starting point.

Transfer customers' current balances to QuickBooks

When this option is checked, syncing historical transaction data is disabled. Instead, current balances are synced to QuickBooks during the first sync for customers that don't exist in QuickBooks.

Transfer current on-hand inventory quantities to QuickBooks

When this option is checked, historical inventory receipts will not be synced. Inventory that does not already exist in QuickBooks will be synced with the current on-hand inventory.

Syncing

Once you have configured QuickBooks Sync, the status message at the bottom of the application window will display **Ready to Sync**, and the **Sync Now** button on the **Interval** tab will be enabled.

You can press the **Sync Now** button at any time to initiate the first sync. This will also begin the timer for daily or frequency-based syncs, if configured.

QuickBooks Sync cannot be closed while a sync is in progress, and QuickBooks may become unresponsive for several minutes as the sync progresses.
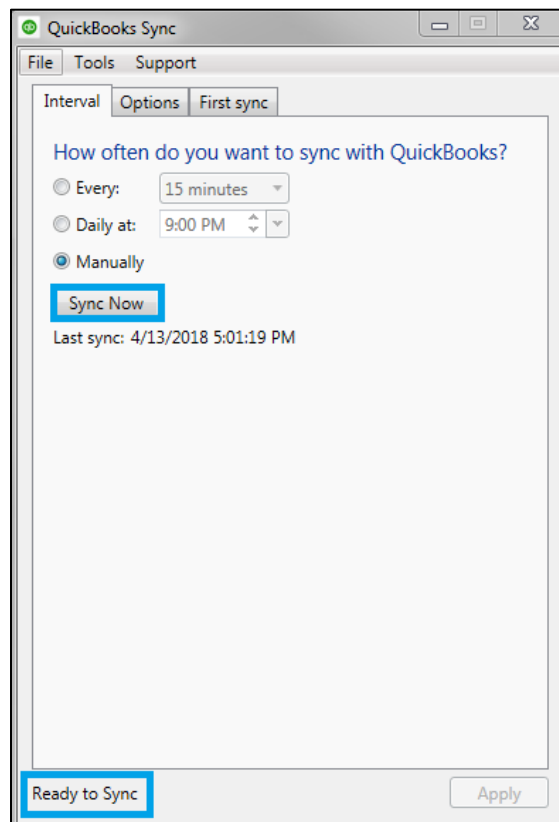
If you have any modal dialogs open in QuickBooks, the sync may fail to connect. Be sure that any configuration windows or editing screens are closed before initiating a sync.

If you intend to use QuickBooks on a regular basis, it is recommended that you configure the sync utility to run only during times when you are not using QuickBooks (such as once a day in the overnight hours), or only run syncs manually.

Tools

The **Tools** menu at the top of application window provides additional utilities that you can use to monitor or maintain synced data.

Re-sync inventory receipts

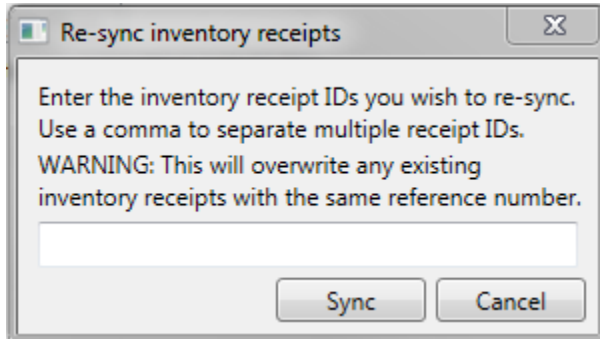If you have backdated an inventory receipt or made changes to a receipt after it was synced to QuickBooks, you may need to use the **resync** feature to add or update the information. If an inventory receipt fails to sync because a vendor was not assigned to it, be sure to assign a vendor in DataManager before using this tool to send it in QuickBooks.

When entering inventory receipt IDs, use the receipt number displayed in the **Inventory Receipts** window in DataManager, *not* the Vendor Invoice Code.

⚠️ **If you re-sync an inventory receipt that has already been sent to QuickBooks, the data in the receipt will be overwritten with whatever is in the receipt at the time it is re-synced.**

Reconcile split-tender transactions

In certain circumstances, the sync process may be unable to apply all payments to a transaction's invoice when syncing split-tender transactions as invoices. This can happen because more cash was returned than paid, or because cash was returned while no cash payment was recorded. In these circumstances, the invoice will still sync, but it will not be paid in full because applying every payment would result in it being overpaid. This is something that QuickBooks does not support.

QuickBooks Sync records these transactions for manual reconciliation. If transactions haven't been reconciled yet, an **Unreconciled transactions** status message will display at the bottom of the main window.

To reconcile split-tender transactions:
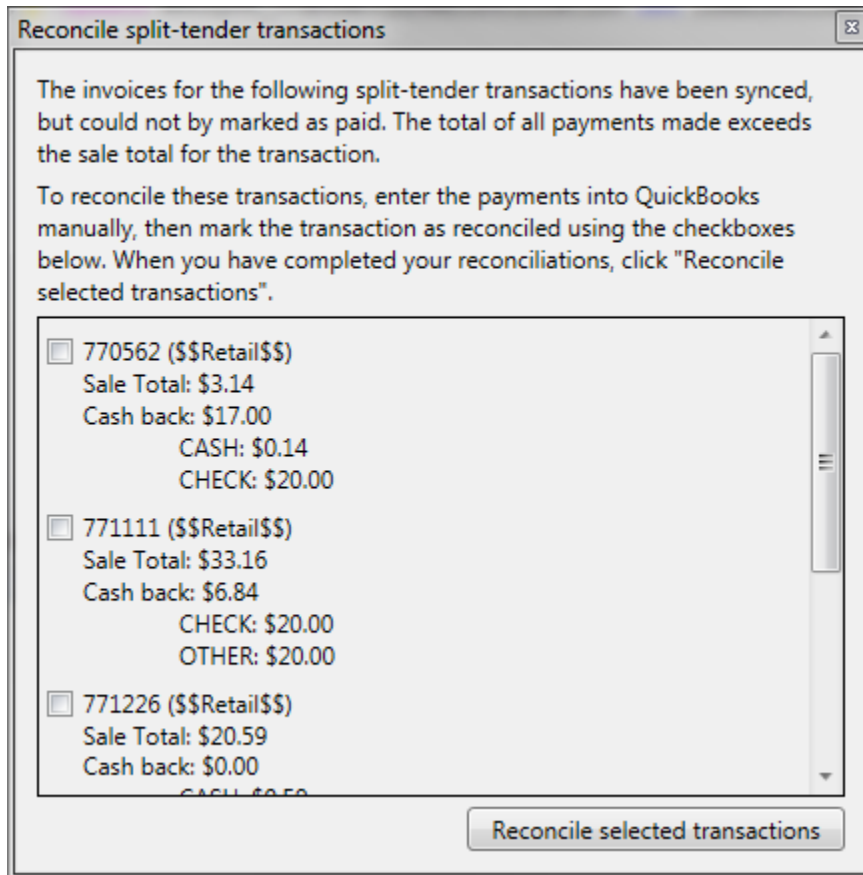
1. Click **Tools** > **Reconcile split-tender transactions**.

2. Review details for each transaction, as needed:

   - Transaction number

   - Customer

   - Sale total

   - Cash back

   - Amount of each payment method

3. Enter payments for each transaction into QuickBooks; check the box next to each completed transaction.

4. Click **Reconcile selected transactions** to mark the checked transactions as reconciled. They will no longer appear in this dialog.

If you reconcile all outstanding transactions, the main window's status message will change back to **Ready to Sync**.

Unreconciled transactions will not block the sync utility from continuing to sync at scheduled intervals and will not block a manual sync. Any remaining unreconciled transactions will be added to the queue for review as QuickBooks Sync encounters them.

QuickBooks Sync will only retain data about unreconciled transactions for 18 months. After that, the tracking data is purged to save space and maintain performance. It is strongly recommended that you regularly review unreconciled transactions in order to avoid losing track of them and to provide accurate statements to your customers.

Update on-hand inventory counts

If your inventory counts are not accurate, you can use this tool to create a new inventory adjustment for every synced inventory item. This adjustment item will be dated to the current date and time and will contain the current on-hand count for every item synced from DataManager.

Note: *This tool is only intended to be used when inventory is being at the item level; do not use it if you are only syncing inventory categories.*

The best time to use the tool is immediately after the initial sync. This will enable QuickBooks Sync to supply up-to-date inventory counts from DataManager for all synced inventory, including matched inventory items that already existed in QuickBooks prior to the sync.

if you are updating your inventory counts in DataManager, you should use the normal inventory adjustment sync process to supply accurate counts to QuickBooks. However, if your on-hand counts don't match and all of your inventory adjustments are synced, you can use this tool to align QuickBooks with DataManager.

Status Messages and Errors

Until you've fully configured QuickBooks Sync, the status message at the bottom left of the window will continue to display **Sync configuration incomplete**. Once you've configured your desired settings, click the **Apply** button to save the configuration. This will update the status message to **Ready to Sync**, and the **Sync Now** button will be enabled. When a sync is running, the status message will indicate which step is active.

If a sync fails, the status message will display **Sync error**. Errors are written to a log file located at **C:\Users\<username>\AppData\Local\QuickBooks Sync**. To access the log file, click **Support** > **Open log directory** from the QuickBooks Sync menu.

Support

The Support menu includes commonly-used troubleshooting tools for Triple E personnel.

⚠️ **You should not attempt to use any of the features in this menu without first contacting Triple E Customer Support.**

Open log directory

This will open a window for the QuickBooks Sync log directory. Logs are recorded by date, with the most recent data at the bottom of the file.

Verbose logging

This option enables or disables verbose logging. When the item is checked, verbose logging is enabled.

- **Verbose logging enabled**: Records of everything
- **Verbose logging disabled**: Errors only (will not log successful actions or informational details)

Verbose logging is useful for the first several syncs to ensure that nothing is failing to sync correctly; however, it can also consume large amounts of hard drive space, especially when syncing large quantities of data such as inventory and transactions.

If sync is operating normally, you can disable this option. QuickBooks Sync will still log errors, but it will stop logging successful actions and informational details.

Change QuickBooks file

If QuickBooks Sync is not connected to the correct QuickBooks company file, you can use this option to reset the connection. You will need to open the correct company file in QuickBooks before you update the connection in QuickBooks Sync.

After updating the file connection, you should reset QuickBooks Sync. Attempting to sync with a new company file after a sync has already been performed will cause sync errors, as QuickBooks will not be able to located the synced items by the internal identifiers used in another company file.

Disconnect from QuickBooks

QuickBooks Sync will always attempt to disconnect from the QuickBooks company file when a sync is not running. However, an error or application crash could leave the connection open indefinitely.

If QuickBooks cannot close the company file because another application is still using it, select this option to force QuickBooks Sync to disconnect from the file.
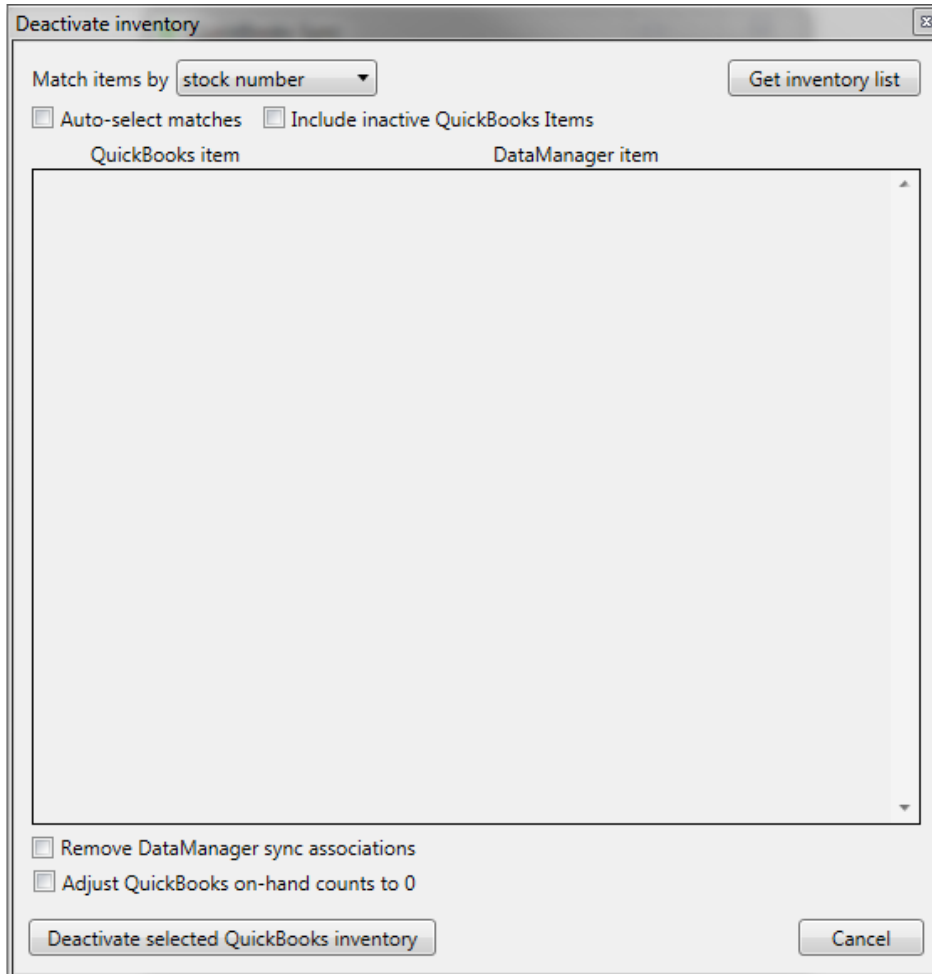
Revert inventory

⚠️ **This action is irreversible and could cause data integrity issues if used inappropriately.**

The **Revert inventory** tool provides a way to back out synced inventory data to the extent allowed by the QuickBooks API. While the API does not provide a mechanism for deleting inventory from QuickBooks, unwanted inventory can be deactivated, and on-hand quantity count can also be zeroed out.

The primary purpose of this tool is to deactivate synced inventory in the rare event that you choose to switch to a different inventory item sync key (either from stock number to description, or vice versa).

Do not use this tool unless you are absolutely certain. Resyncing your complete inventory data set will duplicate item entries and on-hand inventory counts, resulting in substantial bookkeeping overhead.

Match items by…

This dropdown menu allows you to select the method to use when matching items between QuickBooks and DataManager.

Description

This method will read the QuickBooks **Item Name** for every inventory item in QuickBooks and attempt to match it to an item in DataManager with an identical **Description** (dbo.Inventory.Description). Matches will be made regardless of whether the DataManager inventory item currently has a sync record in BOISync_Inventory.

Stock number

This method will read the QuickBooks **Item Name** for every inventory item in QuickBooks and attempt to match it to an item in DataManager with an identical **Stock Number** (dbo.Inventory.StockNumber).

Matches will be made regardless of whether the DataManager inventory item currently has a sync record in BOISync_Inventory.

QuickBooks ID

This method will read the internal QuickBooks Item ID for every inventory item in QuickBooks and attempt to match it to an item in DataManager with a matching record in the BOISync_Inventory table's RemoteID column. Matches will only be made if a DataManager inventory item has a matching BOISync_Inventory record.

Auto-select matches

When this option is selected, inventory items with matching records in both systems will automatically be selected as they are populated into the inventory list. This can considerably speed up the process of choosing which items to revert.

Include inactive QuickBooks Items

When selected, this option will include any inactive QuickBooks inventory items in the inventory matching process. By default, only active items are scanned for matches.

Inventory List

The inventory list is populated by clicking on the **Get inventory list** button. Depending on the number of items in the QuickBooks inventory, this process may take several minutes to complete.

Once populated, the inventory list will display the QuickBooks inventory item on the left and any matching DataManager item on the right. The QuickBooks item is always listed as the item's name, followed by its description on the next line.

When matching by description or QuickBooks ID, the DataManager item's description is shown first, followed by the stock number.

When matching by stock number, the DataManager item's stock number is displayed on the first line, followed by the description. The example below is matching by stock number:

If no DataManager inventory item is found, the DataManager item column will display **No match found**. The QuickBooks items for these records can still be included in the inventory deactivation process, but no changes will be made on the DataManager side.

Once you have reviewed and selected all necessary items from the inventory list, you can begin the deactivation process.

Remove DataManager sync associations

When checked, this option will delete the BOISync_Inventory records for all selected inventory items in DataManager. It is recommended that you enable this option when running this tool before attempting to re-sync inventory using a different sync key. This will enable QuickBooks Sync to re-map DataManager's inventory onto the correct items in QuickBooks.

> **Do not enable this option if associations were already removed by another method, especially if inventory data has already been re-synced using a different sync key. Doing so may result in unexpected loss of sync associations for valid synced inventory items.**

Adjust QuickBooks on-hand counts to 0

When enabled, this option will instruct the **Revert Inventory** utility to create a new inventory adjustment for every selected item. This inventory adjustment will not be recorded in DataManager. Instead, it will be applied only to the selected QuickBooks items, setting their on-hand count to zero (0). This adjustment will be created using the account specified in the QuickBooks Account Mapping dialog, which is detailed in this section. This feature can help cut down on some of the manual bookkeeping work after the reversion is completed by effectively reversing out the value of the selected inventory items.

Note: Be careful not to adjust the on-hand counts for items that have already been adjusted another way, as this will wipe out those manual adjustments.

If you've already made other manual adjustments:

1. Run this tool and remove DataManager sync associations first, if necessary.

2. Enable the following options:

   - **Include inactive QuickBooks items**

   - **Adjust QuickBooks on-hand counts to 0**

3. Disable the Remove **DataManager sync associations** option.

4. Unselect any items that were manually adjusted, then apply the on-hand adjustment to the rest.

5. Rerun the tool.

Reset sync

> **This action is irreversible and could cause data integrity issues if used inappropriately.**

Reset sync will delete *all* sync association records from DataManager, revert all **last sync** tracking data, and eliminate all record-keeping of synced information. The subsequent sync will behave just like a first-time sync. Because all **last sync** tracking is deleted, this could result in duplicate transactions or inventory receipts if the **Earliest date to sync** is not updated on the **First sync** tab.