Quick Guide to the QuickBooks Sync

How does the Service Autopilot QuickBooks Sync Work?

The two-way QuickBooks sync is truly two-way, which means that a change to an item in Service Autopilot causes the item to change in QuickBooks, and vice-versa. **Everything that syncs between the systems syncs both ways.** A change to a service in SA updates the service in QuickBooks, and a change to a payment in QuickBooks updates the payment in SA.

However, SA cannot sync some items between the two systems. Some are excluded, such as Estimates, because of incompatibility between how the two systems implement those items. Others are not allowed with the tools QuickBooks offers to third-party developers.

Here's a list of what does and does not sync between the two systems:

SA Syncs from QuickBooks	SA **Does Not** Sync from QuickBooks
Customers	QuickBooks Checks
Customer Type	Estimates
Invoices	General Journal Entries
Payments	Expenses
Payment Method/Type	Time Tracking/Payroll
Standard Terms	Bank Account/Reconciliation
Credits	Item Costs
Vendors	Statement Charges
Sales Reps	Discounts on Payments
Charts of Accounts	Credit Card Numbers
Cost on Inventory Products	Cost on Non-Inventory Products
Employees	Balance Adjustments
Items List (products, services, sales tax, discounts, other charges)	QuickBooks Receipts
Refund Checks (as long as they've been applied to payment they're refunding)	

Before You Sync

Follow these guidelines to ensure a successful sync.

Note: If these steps are missed, it can create a snowball effect for errors to occur, and several hours of cleanup. For example, if the name of a Service includes a colon, this will cause an error; if that service is on an invoice that will not sync, the client's balance will not be reflected correctly.

1. Check your QuickBooks file and make sure there is **no corrupt data**. You need to fix any data issues first to avoid serious issues later.

2. Make sure the **data in your file is correct and up to date** with account name, parent and child relationships, and current balances.

3. **For QuickBooks Desktop**, if you use **Classes**, **Taxes**, or **Inventory**, make sure these are enabled in QuickBooks, and then in SA during setup.

4. Set up these **Default Accounts** in QuickBooks before you sync:

	Default AR Account	Default Deposit Account	Default Refund Account
Name	Accounts Receivable	Undeposited Funds	SA Default Refund
Type	Accounts Receivable	Other Current Asset	Bank

5. **Do not condense your QuickBooks file** at any time, as this will change the data in the file and cause serious issues when you continue to sync.

6. **Do not sync to a backup or blank version**. If something goes wrong and you need to use a backup version or blank file to sync, please contact the SA's QuickBooks Support Team, as we will need to run system checks before this is done to ensure there are no issues when syncing.

7. **Do not separate master and sub-properties**. If it's required, you need to do this in QuickBooks, or you'll have to inactivate the sub-property and re-create it as a new client. Afterward, when you sync, those changes will come to SA.

8. **Don't use identical names**. They can get mixed up on the way into QuickBooks. If an employee is also a client, add something to one of the names to make it distinct.

9. **Don't put a colon (:) in names**. QuickBooks uses a colon to signify related items for Clients, Services, and Products, so using a colon in a name will cause the item to error.

Run the QuickBooks Sync

After you sign up for SA, you'll be directed to the **7-Step Setup Wizard**. At step 2, you'll make selections on syncing to QuickBooks, and then start the sync.

- If you're using QuickBooks Desktop, you will be prompted to install the Connector Program.
- If you're using QBO, you will be prompted to link the accounts.

See the instructions for either QuickBooks Desktop or QBO below.

To Run the QuickBooks Desktop Sync

1. Start the **7-Step Setup Wizard**.

   When prompted at step 2, click **Yes** to confirm that you will be syncing, then select **QuickBooks Desktop**.

2. **Step 2a**, answer the five questions accurately.

3. **Step 2b**: Click **I'm Ready to Sync**. Follow the prompts to download the **SA QuickBooks Connector** program.

4. Have your QuickBooks file open, then open the **QuickBooks Connector**.

   - Use your **QuickBooks Admin** login credentials (for the initial sync only).
   - Make sure you're in *single user mode* (for the initial sync only).

5. Close any payments and invoices. If you have an invoice open, or you are inputting payments, QuickBooks will block the sync's attempt to connect.

6. Click the **Force Sync** button to start the sync, then let it run. **Do not close QuickBooks** while the sync is running.

7. As the sync runs, you can monitor it on the Connector's two tabs:
   - "Recent Activity" indicates the items syncing and updating.
   - "Messages" refers to the item sending an error and not syncing over.

   Note: If you click **Force Sync** and nothing happens, try re-entering your SA username and password. If you changed your password recently, you need to update it here also. Depending on the data syncing over, it's recommended to allow the sync to complete before moving to the next step.

   How to tell if your sync is successful:
   You'll see "**Last Sync Date [date]**" and "**Next Sync Date [date]**" in the bottom left corner of the Sync Connector.

8. *If the initial sync is successful*, click the **Force Sync** button two more times. This will usually pick up any remaining data and clear error messages.

   Then continue with the **7-Step Setup Wizard**.

   If the sync still fails, contact Service Autopilot's QuickBooks team.

After the QuickBooks Desktop Sync is Successful

- Start the Connector and leave it running every day.
- Click **Force Sync** to initiate the first sync each day, and then it will run automatically every two hours.

To Run the **QuickBooks Online** Sync

QuickBooks Online is connected in step 2 of SA's Seven-Step Setup Wizard. Because QBO is cloud-based, there is no need to install an extra program to do the sync.

1. Start the 7-Step Setup Wizard.

   When prompted at step 2, click **Yes** to confirm that you will be syncing, then select **QuickBooks Online**.

2. At step 2a, answer the questions accurately.

3. Follow the prompts to sign into the online account and connect this way.

   The Online Sync is automatic, so any time an item is generated, it will automatically sync over to QuickBooks or vice-versa to SA.

4. Any errors that occur will appear on the SA banner, informing you that there are QuickBooks Errors to review.

   For example, you might see a banner under **My Day > CRM > Accounting**.

5. You will receive an email that tells you if the sync was completed or failed.

6. If the sync fails, contact Service Autopilot's QuickBooks team.

After the QuickBooks Sync

When the initial sync completes successfully, follow the 7-Step Setup Wizard prompts to finish setting up your Service Autopilot account.

Troubleshooting Common Issues

Desktop and Online Issues

These errors apply only to both QuickBooks Desktop and QuickBooks Online:

"Invalid reference to ________"

This requires help from our QuickBooks Support Reps, but it can be prevented in the future by following the tips in the section below.

"A required element _______ cannot be found."

This will require help from the SA QuickBooks Support Reps.

"QuickBooks must be running to start the Sync."

First, try closing QuickBooks and the sync, then re-open both. Close any open windows in QuickBooks.

"Transaction is empty."

The payment or invoice is for $0 or has no line items.

Desktop Only Issues

These errors apply only to QuickBooks Desktop:

The Sync won't run when I press "Force Sync."

Double-check your username and password. It's your Service Autopilot login.

"To change ______, you must be in single-user mode."

You'll need to move QuickBooks to *Single-User Mode* to complete this action. In QuickBooks, it's under **File > Switch to Single-User Mode**.

Best Practices

Follow these recommendations to maintain your data.

Shut Down at the End of the Day

A best practice with the sync is to close it down at the end of the day. This helps in two ways:

- Restarting the sync each morning means that as soon as SA sends an update for the sync, you'll get it installed.
- It protects you from running the sync during the nightly recycling of the SA servers, which can cause problems for your sync.

Resolve Errors Daily

- It's recommended to review any errors and clear them daily to avoid future issues.

Run the **Update Balance Report** and **QuickBooks Comparison Report** (QuickBooks Desktop only)

- For QuickBooks Desktop users, the Balance report in the Connector program updates the QuickBooks Comparison report in **SA (Reports > Report Center > SA Reports > QuickBooks Comparison**).
- Running the Balance report on a monthly basis serves as a helpful audit of the client information in QuickBooks and SA, and it updates the SA QuickBooks Comparison report.

Don't Merge Invoices

- **Do not merge invoices** in Service Autopilot. Doing so would cause issues with your invoices and errors in your sync.