QUICKBOOKS
SYNC GUIDE

Contents

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:

What Service Autopilot Syncs from QuickBooks

- Customers
- Customer Type
- Invoices
- Payments
- Payment Method/Type
- Standard Terms
- Credits
- Vendors
- Sales Reps
- Charts of Accounts
- Cost on Inventory Products
- Employees
- Items List (products, services, sales tax, discounts, other charges)
- Refund Checks (as long as they've been applied to payment they're refunding)

What Service Autopilot Does Not Sync from QuickBooks

- QuickBooks Checks
- Estimates
- General Journal Entries
- Expenses
- Time Tracking/Payroll
- Bank Account/Reconciliation
- Item Costs
- Statement Charges
- Discounts on Payments
- Credit Card Numbers
- Cost on Non-Inventory Products
- Balance Adjustments
- QuickBooks Receipts

Before the Initial Sync

Follow these guidelines to ensure a successful initial 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. **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 unique.

4. **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.

5. **Close all windows within QuickBooks**. If you have an invoice open, or you are inputting payments, QuickBooks will block the sync's attempt to connect.

About 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.

Follow the instructions for either QuickBooks Desktop (below) or QBO (page 6).

Run the Initial Sync for QuickBooks Desktop

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. For **Step 2a**: answer these questions accurately for your company.

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

4. Open QuickBooks.
    - Close all windows within QuickBooks. If you have an invoice open, or you're putting in payments, QuickBooks will block the sync's attempt to connect.

5. 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).

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

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.

8. You must **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.

9. *If the initial sync is successful*, click the **Force Sync** button two more times. This will usually help clear most of the remaining errors. Then continue with the **7-Step Setup Wizard**.

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

After the initial QuickBooks Desktop Sync is successful

- We recommend running the sync at least once every day.
- Click **Force Sync** to initiate the first sync each day, and then it will run automatically every two hours if both programs remain open.
- The Connector program will show any QuickBooks errors you need to review.

![Service Autopilot™]

Run the Initial Sync for **QuickBooks Online**

QuickBooks Online is connected in step 2 of SA's 7-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. For **Step 2a**: answer these questions accurately for your company.

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

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

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

After the initial QuickBooks Online Sync is successful

•   QBO will sync to Service Autopilot automatically.

•   The Service Autopilot banner will inform you of any QuickBooks Errors to review.

After the Initial QuickBooks Sync

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

Reminders

- **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.

- **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.

- **Do not separate master and sub-properties**. If it's required, you need to do this in QuickBooks, not SA. If QuickBooks does not allow this, 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.

Troubleshooting Common Issues with QuickBooks Desktop

If you are unable to resolve these or other errors, contact the QuickBooks team at SA.

"A required element _____ cannot be found."

This will require help from the SA QuickBooks Support Reps.

"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.

"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.

"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**.

"Transaction is empty."

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

Best Practices

Follow these recommendations to maintain your data.

For QuickBooks Desktop: 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 and restart the sync each morning.

  This protects you from the sync running while the servers are recycling every night, 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 monthly serves as a helpful audit of the client information in QuickBooks and SA, and it updates the SA QuickBooks Comparison report.

Don't Merge Items

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