

# **QuickBooks Integration User Guide**

## Downloading Transactions for Integration with QuickBooks

The Merchant Interface allows you to download charge and refund transaction reports for integration with your QuickBooks financial management software.

The main purposes of this guide are to help you:

- quickly configure the appropriate QuickBooks download report settings in the Merchant Interface that will facilitate efficient integration of transaction information into QuickBooks;
- create a QuickBooks download report for a group of transactions to import into QuickBooks.

### Configure Your QuickBooks Download Report Settings

To configure your Merchant Interface QuickBooks download report settings, log into the Merchant Interface, click **Settings and Profile** in the main menu, and then click **QuickBooks Download Report Settings** in the General section at the bottom of the page.

Please note that you must configure these settings before you will be able to create a QuickBooks download report.

### Task 1 – Configure Transaction Mapping for Your QuickBooks Accounts, Customer Name, and Class Name

You must configure an account for at least one transaction type.

1. Configure the QuickBooks **Charge Transaction Accounts** and/or **Refund Transaction Account** through which your transactions should be processed. You may use the default accounts (recommended) or configure accounts to match your unique QuickBooks configuration (for example, any Current Assets or Bank Account in QuickBooks).

QuickBooks Transaction Type	Definition	Default Account
Sales Receipt/ Cash Sale	Full payment is received at the time the sale is recorded.	Undeposited Funds
Invoice	Full payment is not received at the time the sale is recorded or full payment is received in advance.	Accounts Receivable
Payment	A payment made on a customer invoice.	Undeposited Funds
Payment Funding	If an account is configured for the Payment transaction type, you must also specify a QuickBooks account to fund payment transactions.	Accounts Receivable
Credit Memo	Records the return of any item or service purchased.	Accounts Receivable

**Note:** If you choose to change the default QuickBooks recommended accounts for the Sales Receipt/Cash Sale or Payment transaction types, please verify that appropriate customer names already exist in your QuickBooks configuration. If they do not, you will need to enter them manually into your QuickBooks Customer Job list before importing transactions or the import will fail. For more information on how to add customer names to your Customer Job List, please refer to your QuickBooks documentation.

To restore a default account, click **Reset** to the right of the applicable text field.

2. Enter a **Default Customer Name** to be used in the event that no customer name information is provided.

If desired, you may select a payment gateway customer name field or field combination from the **Customer Name Mapping** drop-down list:  
BillToFirstName BillToLastName; BillToLastName, BillToFirstName;  
BillToLastName BillToFirstName; BillToFirstName; BillToLastName;  
CustomerID.

3. If desired, enter the QuickBooks **Class Name** that should be used to categorize your QuickBooks account entries.

## Task 2 – Configure Product and/or Service Mapping

Enter the QuickBooks product and/or service settings you would like to use in the event that itemized information is not submitted with a transaction.

These fields are required for all transaction types except Payment.

1. Enter the QuickBooks **Item Name/Number** you would like to use as a default.

**Note:** The Item Name/Number entered must exist in your QuickBooks configuration.

2. Enter the default QuickBooks **Income Account** through which you would like to process the profits and credits for the default item name/number.
3. Enter the default **Quantity** for the default item name/number listed. This entry must be a valid number.

## Task 3 – Configure Product Sales Tax Mapping

If applicable, enter the sales tax settings you would like to use in the event that sales tax information is not submitted with a transaction.

These fields are required for all transaction types except Payment.

1. Note that the **Sales tax is applicable** check box is selected by default. Click to uncheck this box if you *do not* charge sales tax for your transactions. The rest of the Sales Tax Mapping fields will be disabled. (If you do not charge sales tax, you may skip to Task 4 – Configure Duty Mapping.)

**Note:** If you do not configure sales tax in your QuickBooks download report settings, please verify that sales tax is not included in your QuickBooks configuration. Otherwise, QuickBooks will require sales tax information and the import will fail.

2. If you do charge sales tax, enter the default QuickBooks **Sales Tax Name** you would like to use as a default tax to be applied to the default item name/number.
3. Enter the default QuickBooks **Sales Tax Liability Account** through which the sales tax should be processed. Use the default account (recommended) or configure the appropriate account to match your unique QuickBooks configuration.

To restore the default account, click **Reset** to the right of the text field.

**Note:** If you choose to change the default Sales Tax Name and/or Sales Tax Liability Account, please verify that the appropriate name and account already exist in your QuickBooks configuration. If they do not, you will need to enter them manually into your QuickBooks configuration before importing transactions or the import will fail.

4. Enter the default QuickBooks **Tax Rate** for the sales tax name. This entry must be a valid number.

#### Task 4 – Configure Duty Mapping

If desired, enter the duty settings that should be used in the event that duty information was not submitted with a transaction.

1. Enter the QuickBooks **Item Name/Number** you would like to use as a default.
2. Enter the default QuickBooks **Income Account** through which duty should be processed for the default item name/number.

**Note:** These settings must be configured when duty information is submitted or imports to QuickBooks will fail.

#### Task 5 – Configure Freight/Shipping Mapping

If desired, enter the freight/shipping settings that should be used in the event that freight or shipping information is not submitted with a transaction.

1. Enter the QuickBooks **Item Name/Number** you would like to use as a default.
2. Enter the default QuickBooks **Income Account** through which freight/shipping should be processed for the default item name/number.

**Note:** These settings must be configured when freight or shipping information is submitted or imports to QuickBooks will fail.

Click **Submit** to save your QuickBooks Download Report settings. A confirmation message indicates that your settings have been successfully applied.

## Submitting Itemized and Extended Order Information

In addition to configuring transaction mapping for QuickBooks report downloads, the payment gateway application programming interface (API) will now allow you to send itemized order information including item ID, item name, item description, item quantity, item price and item tax status; and extended tax/freight/shipping and duty information including item name, description, and amount.

When itemized order information is submitted with a transaction, it overrides default item name/number and quantity information configured in the Product and/or Services Mapping section on the QuickBooks Download Report Settings page, and will be available in the QuickBooks download report.

When extended sales tax information is submitted with a transaction, it overrides the default sales tax name configured in the Sales Tax Mapping section on the QuickBooks Download Report Settings page, and will be available in the QuickBooks download report.

When extended duty and/or freight information is submitted with a transaction, it overrides the default item name/number information configured in the Duty Mapping and/or Freight/Shipping Mapping sections on the QuickBooks Download Report Settings page, and will be available in the QuickBooks download report.

For more information about submitting itemized order and extended sales tax, duty, and freight/shipping information on a per-transaction basis, see the implementation guide for your connection method (in the Merchant Interface click **Help** in the main menu, then **Documentation and Reference Guides**), or contact your Web developer for assistance.

## Create a QuickBooks Download Report

To create a settled transactions report for charge and refund transactions to import into QuickBooks, log into the Merchant Interface, click **Reports** in the main menu, and then click the **QuickBooks Download** tab.

Please note that you must configure your QuickBooks download report settings before you will be able to create a QuickBooks download report.

### Task 1 – Select Transaction Type(s)

1. Select a QuickBooks transaction type from the **Charge Transaction** and/or **Refund Transaction** drop-down lists.

QuickBooks Transaction Type	Definition
Sales Receipt/ Cash Sale	Full payment is received at the time the sale is recorded.
Invoice	Full payment is not received at the time the sale is recorded or full payment is received in advance.
Payment	A payment made on a customer invoice.
Payment Funding	If an account is configured for the Payment

	transaction type, you must also specify a QuickBooks account to fund payment transactions.
Credit Memo	Records the return of any item or service purchased.

You may create a download report for just one or a combination of QuickBooks Charge Transaction and Refund Transaction types.

## Task 2 – Select a Group of Transactions by Date Range

1. Select a settlement batch date or date range from the **Start Date** and **End Date** drop-down lists for the group of charge and or refund transactions you want to include in your QuickBooks download report.

The dates selected should reflect the beginning and end of the period of time during which transactions were successfully settled, not submitted.

You may select any date range up to 90 days.

## Task 3 – View and Download the Report

Click **Run Report** to view your report in the Merchant Interface, or click **Download** to download the report into QuickBooks file format.

If you select **Run Report**, the generated report will appear in the Merchant Interface with the following details for each transaction included in the report: Transaction ID, Invoice Number, Transaction Status, Submit Date, Customer Name, Card Type, Payment Method, Payment Amount, Settlement Date, and Settlement Amount.

If you select **Download**:

1. Click **Save** to save the download file properly in QuickBooks .iif format, or **Open** to open the report immediately.

**Note:** If you choose to open the downloaded report immediately instead of saving it to your computer, please note that the file will not open automatically in QuickBooks. You are still required to import the file according to QuickBooks procedures.

2. Select the location on your computer or network where the file should be saved.
3. Click **Save**. Your file is automatically saved to the location you specified. You may navigate to that location to retrieve the file and open it in QuickBooks.
4. Click **Close**.

Your report will be downloaded as an .iif document suitable for importing to the Basic, Professional, and Premier editions of QuickBooks from 2002 to 2005. For versions not listed here, please import a test file to ensure compatibility before uploading .iif files generated by the payment gateway

All download files are named “DownloadYYYYMMDD-HHMMSS.iif.” For example, a file that is downloaded on March 5, 2006 at 3:41:30 pm would be named Download20060305-154130.iif. Be sure to save all QuickBooks report downloads as .iif files only.

**Note:** Any invoices and payments contained in an imported report will not be automatically associated in QuickBooks. You will need to manually match any such transactions together.

For detailed information about the QuickBooks download report file format and to view sample reports, please see the Download File Format help file in the Merchant Interface.

## Troubleshooting Import Errors

To avoid unnecessary import errors, it is always a good idea to use the QuickBooks recommended default accounts for your QuickBooks download report settings.

If an error is encountered while importing the .iif file, QuickBooks will display an error message indicating the transaction where the error occurred.

- **If you choose to continue the import**, all transactions except those that experienced errors will be successfully imported into QuickBooks.
- **If you choose to cancel the import**, transactions listed before the errored transaction will be successfully imported into QuickBooks. To import the remaining transactions, you will first need to correct any error(s) and re-run the QuickBooks Download Report in the Merchant Interface.

### To import the corrected and remaining transactions:

1. If necessary, correct any error(s) in your QuickBooks configuration or on the QuickBooks Download Report Settings page (see the Import Troubleshooting table below).
2. Re-run the same QuickBooks Download Report, OR depending on the error experienced, you may choose to simply correct the errored transactions in the original .iif import file.
3. Delete the transactions that have already been successfully imported into QuickBooks from the new .iif download file. This will prevent duplicate transactions from being imported into QuickBooks.
4. Import the modified .iif file into QuickBooks.

Please refer to your QuickBooks documentation for more detailed information about importing files.

## Common Import Errors

QuickBooks Error Message	Possible Issues	Resolution
Cannot import not enough disk space or too many	The number of transactions and/or customer names	Transactions or customer names saved in QuickBooks

records exist	saved in QuickBooks exceeds the available storage space.	must be archived before new customer names or transactions may be imported. Please refer to QuickBooks support documentation for more information.
Error on Line (line number) Can't record Invalid Transaction	The Default Customer Name or Customer Name Field provided is not listed in QuickBooks.	Add the Default Customer Name or Customer Name Field that you have configured in your QuickBooks Download Report Settings to your Customer Job List in QuickBooks. Or, if the Customer Name already exists under the Other Names List, transfer the Customer Name to the Customer Job List.
The transaction is not in balance. Make sure the amount in the detail area on the form for this transaction equals the amount at the top of the form.	The sum of the Product and/or Service (itemized listing), Duty, Freight/Shipping, and Sales Tax amounts does not equal the total amount of the transaction.  For example, sales tax amount mapping is not configured in the QuickBooks download report settings, but sales tax was submitted with the transaction.	Review and correct (if necessary) the Product and/or Service (itemized listing), Duty, Freight/Shipping, and Sales Tax amounts for the transaction.
Warning: You cannot associate an item with Sales Tax Payable, Undeposited Funds, AR, AP or non posting accounts. Usually if you sell the item, use and income account; if you buy use an expense account  Error on Line (line number) Can't record Invalid Transaction	1) The account configured for the item in the Product and/or Service mapping or Duty, Freight/Shipping or Sales Tax mapping is invalid.  2) The Sales Tax item name configured does not exist in QuickBooks.	(1) Review and correct (if necessary) the account configured for the item on the QuickBooks Download Report Settings page (Product and/or Service mapping or Duty, Freight/Shipping or Sales Tax mapping). For example, the Sales Tax name should be associated with a Sales Tax Liability account or a Service/Product line item should be associated with an Income account.  2) Verify that the Sales Tax name exists or is valid in QuickBooks. If needed, add the Sales Tax name.
Warning: Cannot Make deposit to the account name specified  Error on Line (line number) Can't record Invalid	The Charge Transactions account or the Refund Transaction Account type you have specified on the QuickBooks Download Reports Settings page is	Configure your Charge Transaction Accounts and/or Refund Transaction Account using the following account types:



Transaction	incorrect for this transaction type.	Sales Receipt/Cash Sale – Undeposited Funds Invoice – Accounts Receivable Payment – Undeposited Funds Payment Funding – Accounts Receivable Credit Memo – Accounts Receivable
Warning: QuickBooks has detected that you have no items or that one or more of your accounts is not associated with an item. Please enter an item.  Error on Line (line number) Can't record invalid Transaction	Freight and/or duty mapping wasn't configured, but freight and/or duty amounts were passed in with the transaction.	Configure freight and duty item/accounts mapping on the QuickBooks Download Report Settings page.