



## User Manual

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## Introduction

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InoLink is an integration tool aimed at synchronizing data between Dynamics 365/CRM Online and multiple Intuit QuickBooks (Online) to provide a 360 degree view of Customer accounting details to the sales team, within Dynamics 365/CRM.

- ✓ Ability to integrate Dynamics CRM with multiple QuickBooks.
- ✓ Batch processing through configurable polling times from QuickBooks to Dynamics CRM.
- ✓ Real time processing of synchronization from Dynamics CRM to QuickBooks.
- ✓ Two-way sync of Account/Contact data to QuickBooks Customers and vice-versa
- ✓ Two-way sync of Products and Prices to/from QuickBooks and Dynamics CRM
- ✓ Link existing Accounts/ Contacts/ Products in Dynamics 365/CRM and QuickBooks to avoid data duplication
- ✓ Ability to promote Quote/Order/Invoice one-time from Dynamics 365/CRM to QuickBooks.
- ✓ Complete Accounting Transaction history of all transaction types and their latest updates available within Dynamics 365/CRM.
- ✓ Ability to bring over Customer Aging details.
- ✓ Sales tax calculation in Dynamics 365/CRM for Quotes, Orders and Invoices.
- ✓ Accounting Dashboards in Dynamics 365/CRM includes Recent Transactions, Top Customers and Pending Invoices etc.
- ✓ Accounting fields can be secured through Field Level Security
- ✓ Seamless integration within native CRM entities and forms.
- ✓ Ability to access the solution via web, mobile and Tablet as well

**Availability For:-**

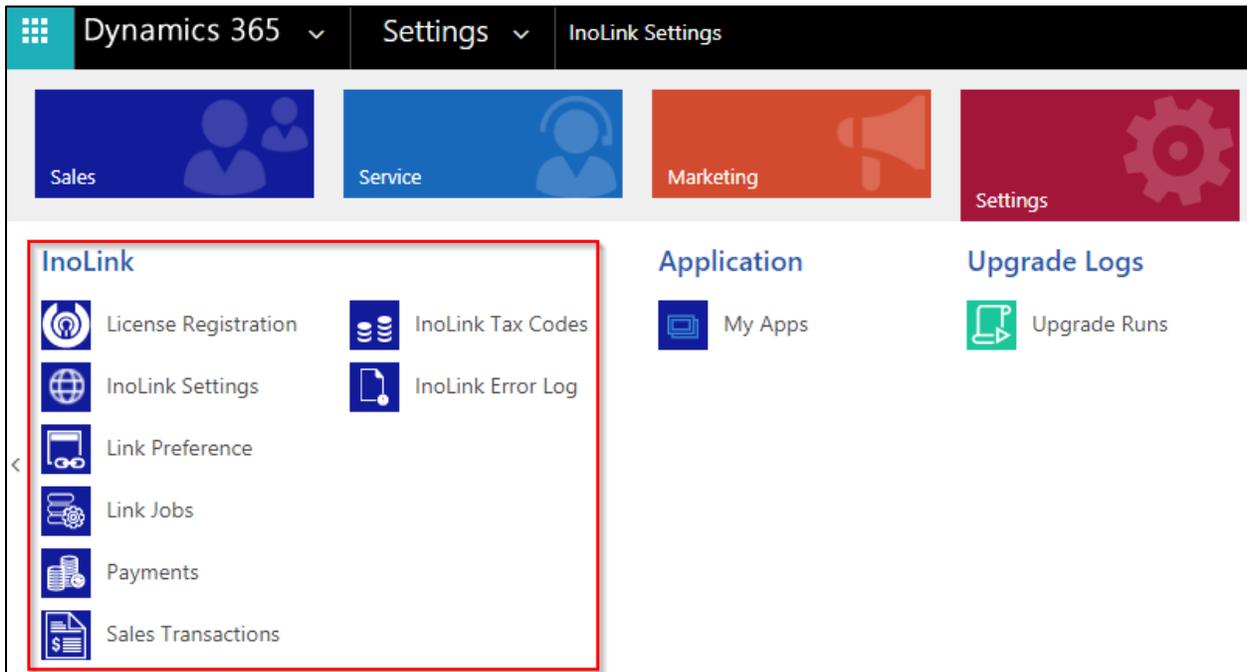
**Versions:** Dynamics 365 8.2 and above, Power Apps.

**Deployment:** On-Premises and Online.

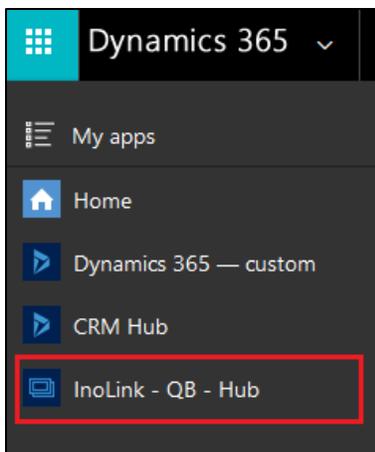
## InoLink Settings

After installation on InoLink solution, the user can see “**InoLink**” area where user will get the **InoLink Settings** option and you get the window, as shown below. In ‘**Set up InoLink Dynamics 365 and QuickBooks integration**’ section, user needs to configure the **Dynamics CRM** as well as the **QuickBooks**. This is essential to configure the behavior of **InoLink** integration. The user with either **System Administrator** role or **InoLink Administrator** role will be able to view and modify the InoLink Settings area. Configurations too can be managed by the Administrators only.

In Classic Web:

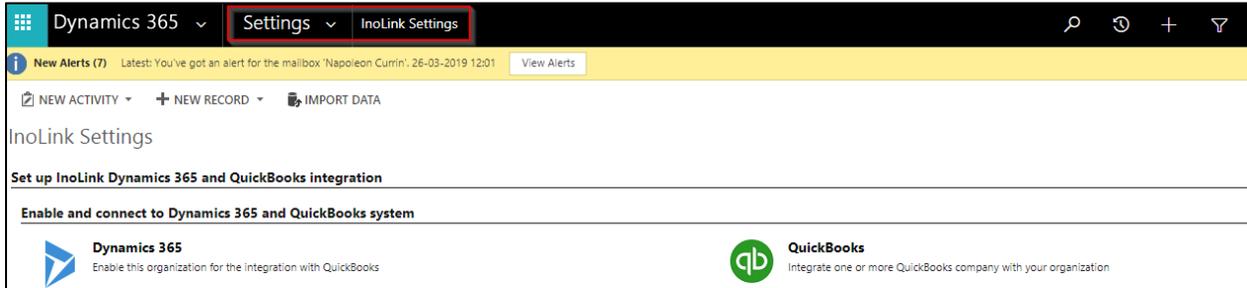


In Unified Interface:

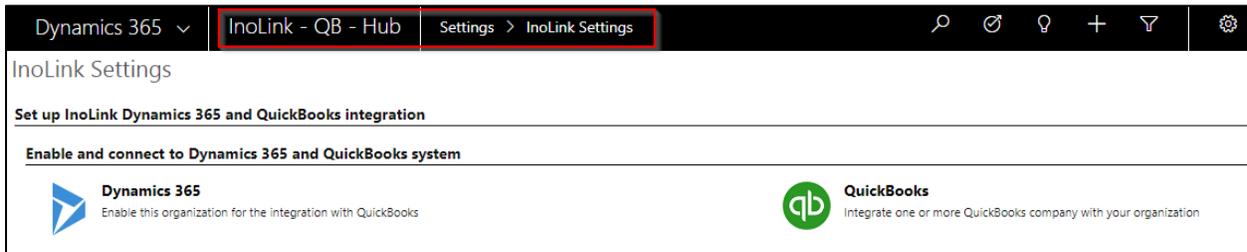


**Note:** InoLink new version solution **doesn't support** the Dynamics CRM On-Premise type of deployment. It only supports the Online and IFD i.e. Partner hosted system type of Dynamics CRM.

In Classic Web:



In Unified Interface:



## Enable and connect to Dynamics 365 and QuickBooks system:

### a. Connect to Dynamics 365:

The user needs to connect the Dynamics CRM system first. After selecting the Dynamics 365 group you will get the following window shown below. Here user will get two options.

1. The user needs to click on the **Continue** option. By doing this they will be redirected to **Permission requested page**. The user needs to accept the permissions to allow the app to use your data as specified in the company terms of service and privacy statement.

## Dynamics 365

By enabling this feature, you consent to share your data with external systems. Data Imported from external systems into Microsoft Dynamics 365 are subject to our privacy statement that can be accessed [here](#).

Continue

One more step to complete the setup for Dynamics 365 organization. Click Configure button to complete the setup.

Having trouble?

Configure

Sign in to your account - Google Chrome

common/oauth2/authorize?client\_id=0a757c6a-f7bc-4531-ad64-1440984b617d&redire...

Microsoft

██████████

### Permissions requested

inolinkapi  
inogic.com

This app would like to:

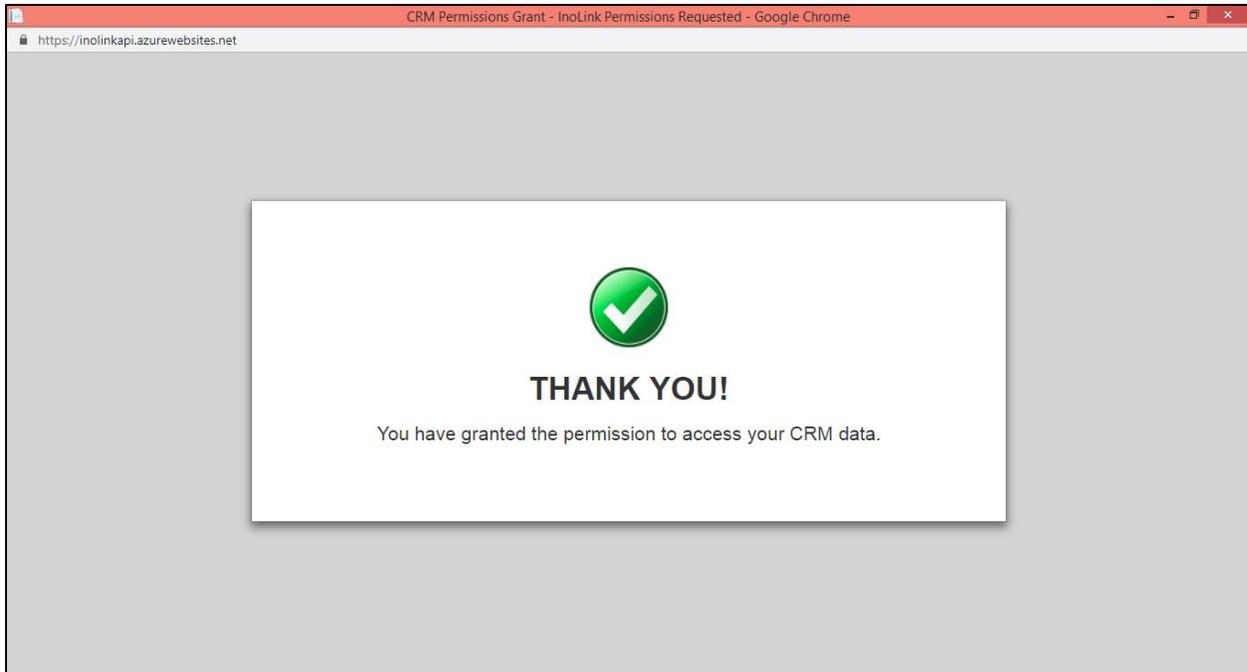
- Access Dynamics 365 as you
- Sign you in and read your profile
- Consent on behalf of your organization

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

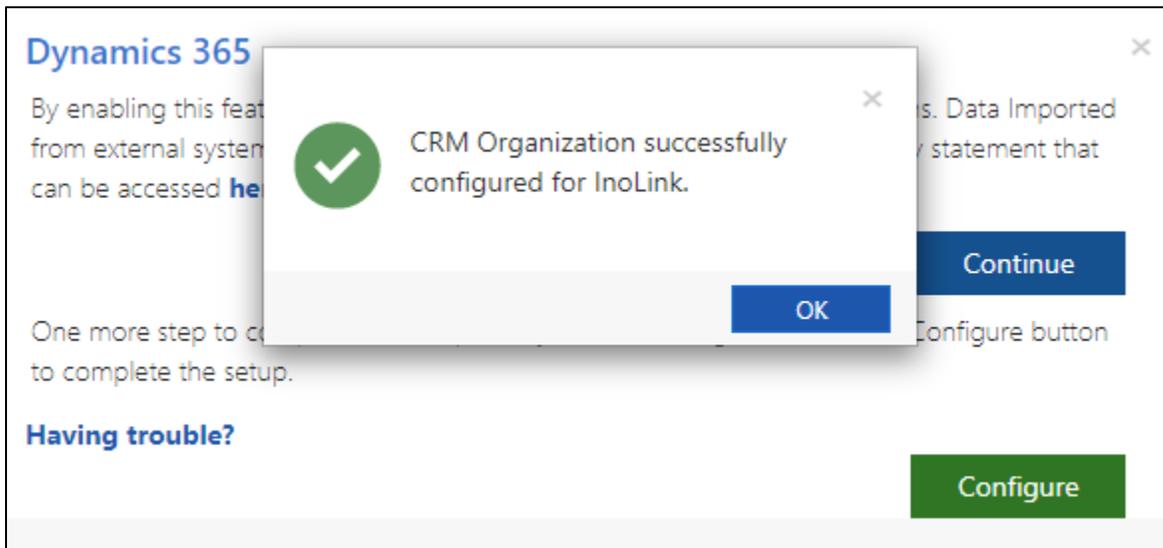
Cancel Accept

©2018 Microsoft Terms of use Privacy & cookies ...

2. Once you accept this permission you will get **Thank You page**.



3. Now user needs to click on **Configure**. The user will then get the success message as shown below.



4. Also, there is an option of **Having Trouble** using which user needs to provide the **User Name** and **Password** in case the user is unable to configure the systems with normal procedure.

**Dynamics 365** ✕

By enabling this feature, you consent to share your data with external systems. Data Imported from external systems into Microsoft Dynamics 365 are subject to our privacy statement that can be accessed [here](#).

Deployment Type \*  Office 365  IFD/Partner Hosting

User Name \*

Password \*

[Back](#) [Configure](#)

In case you are using **IFD** deployment then you need to provide the following details;

**Domain Name** – This is the section where user needs to provide the domain name of your CRM.

**User Name/ Password** – Enter the credentials of a Dynamics 365/CRM user that has appropriate permissions to read/write data to Dynamics 365/CRM.

**Dynamics 365** ✕

By enabling this feature, you consent to share your data with external systems. Data Imported from external systems into Microsoft Dynamics 365 are subject to our privacy statement that can be accessed [here](#).

Deployment Type \*  Office 365  IFD/Partner Hosting

User Name \*

Password \*

Domain \*

[Configure](#)

### Connect and configure QuickBooks:

***Pre- Requisites required before adding single or multiple QuickBooks companies:***

Before proceeding with the configuration of QuickBooks, you need to make sure about the following items:

The user needs to enter a redirect URI in QuickBooks which would allow the InoLink application to interact with QuickBooks without any interference.

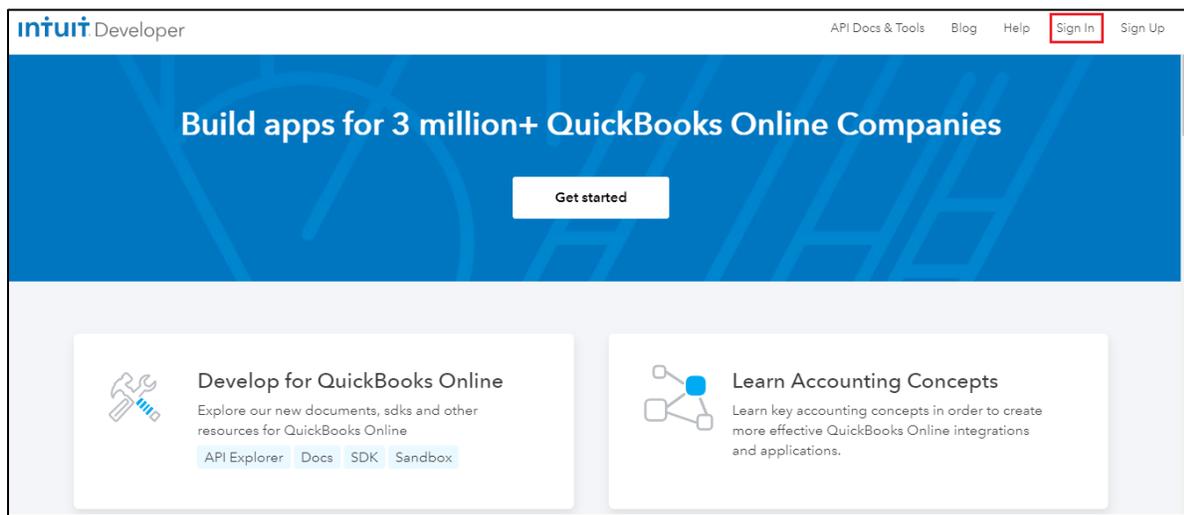
You need to copy the below link and paste it in QuickBooks

Link: <https://inolinkapi.azurewebsites.net/QBResponse/AccessToken>

Steps to enter redirect URI in QuickBooks.

**Step 1:** Copy the above link.

**Step 2:** Open QuickBooks, login by visiting <https://developer.intuit.com/> with admin credentials (full QuickBooks privileged user)



**intuit.** Developer 

## Sign in

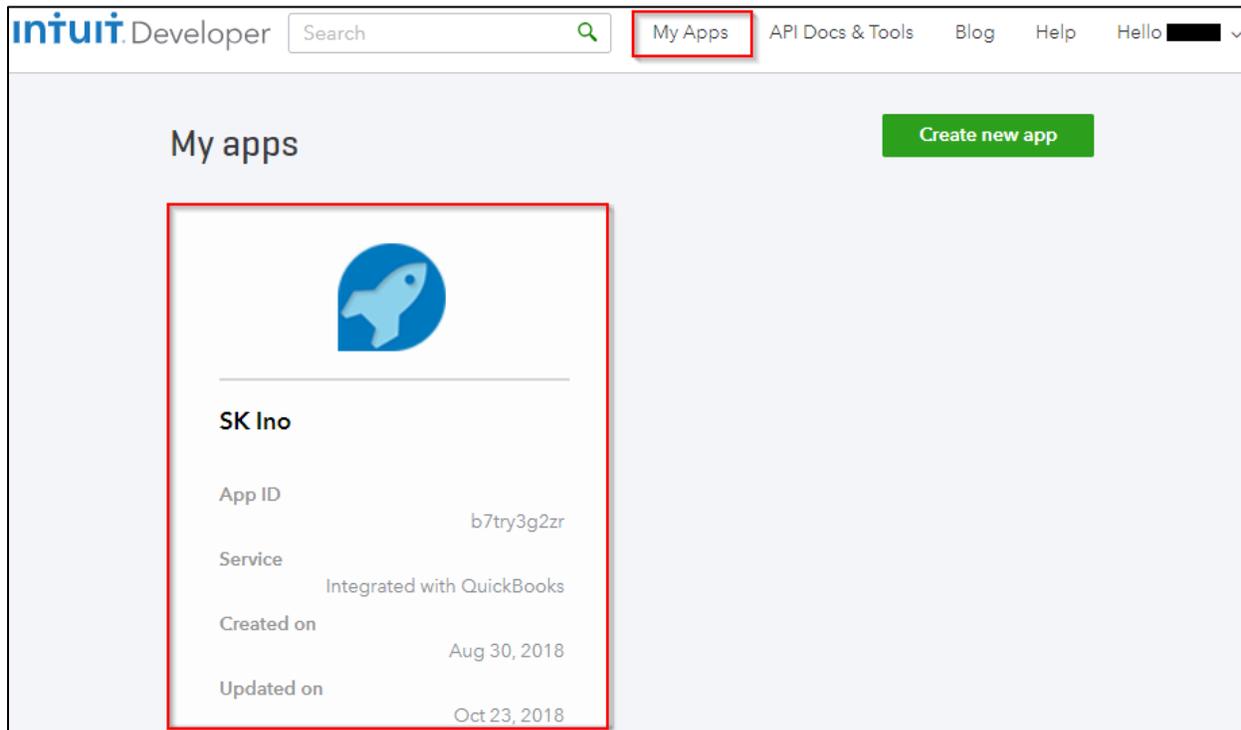
**Email or user ID**

**Password**

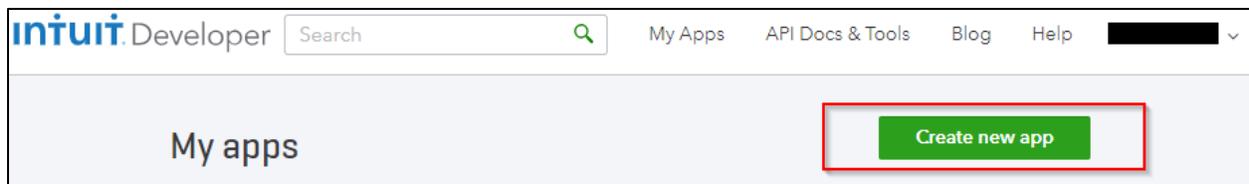
Remember me

 **Sign In**

**Step 3:** Click on My Apps and select the app you have created.



If you don't have existing App then click on **Create New App** as shown in the below screenshot.



After clicking on Create new app, a screen will open which would ask to create the type of app. Click on **Select APIs** (as shown below)

## Create new app

### Sample Apps

Save time. Springboard off a working sample app that's already using the APIs you want. Download and test existing calls with your private sandbox. Keep the code you want and build the rest.



Choose an app

### Just start coding

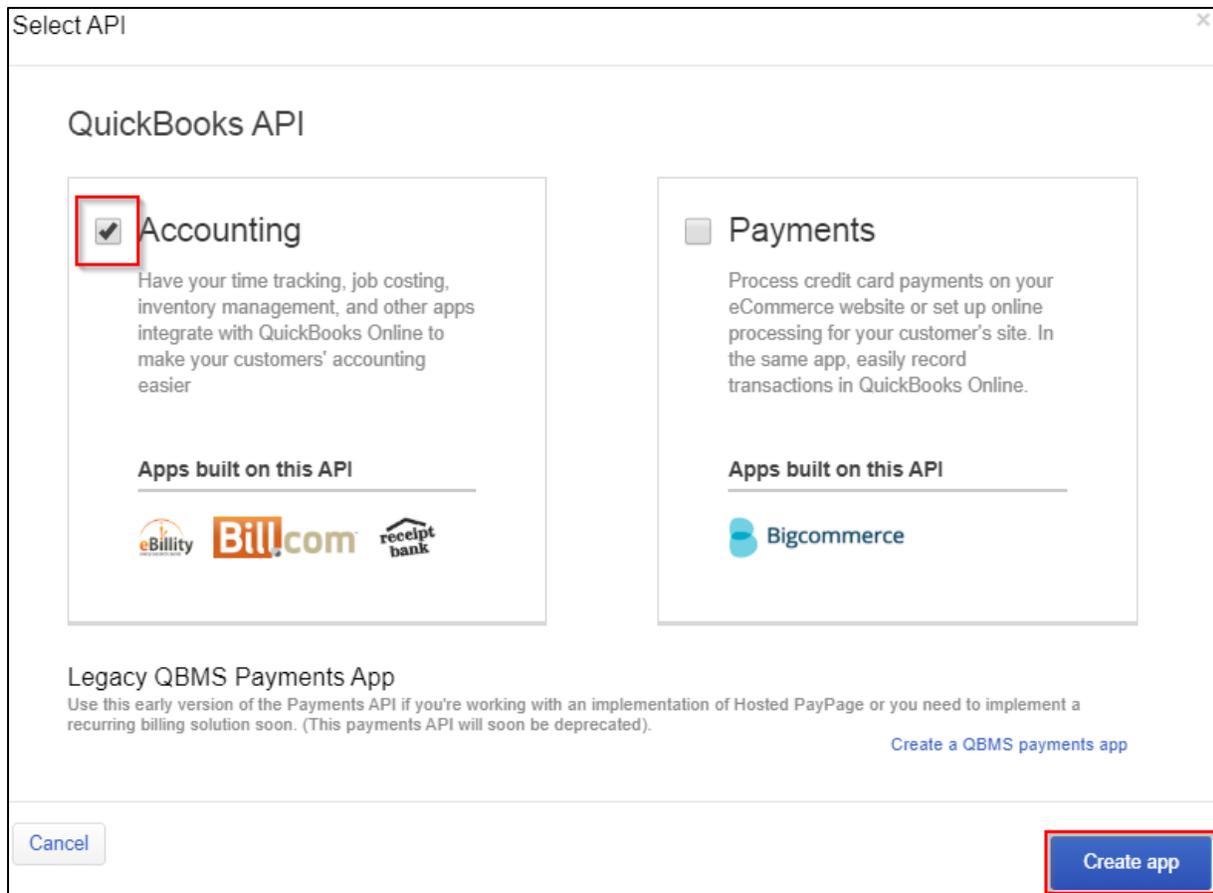
Select your APIs and create the perfect solution from scratch. You get a private sandbox, and we've got lots of docs to help you along the way.

```
>> require 'intuit'
Intuit.api_key =
'sk_test_2JokikJ0vdlI2H1Mg84olfQ2'

Intuit::Customer.create(
  :description => "Customer for
test@example.com",
  :card => "tok_503dVa2e2vX1o2CLCK8Dhw" #
obtained with Intuit.js
```

Select APIs

After clicking on Select **APIs**, a popup window will open to select the type of API. Click on **Accounting** checkbox, and then click on **Create app** (as shown below)

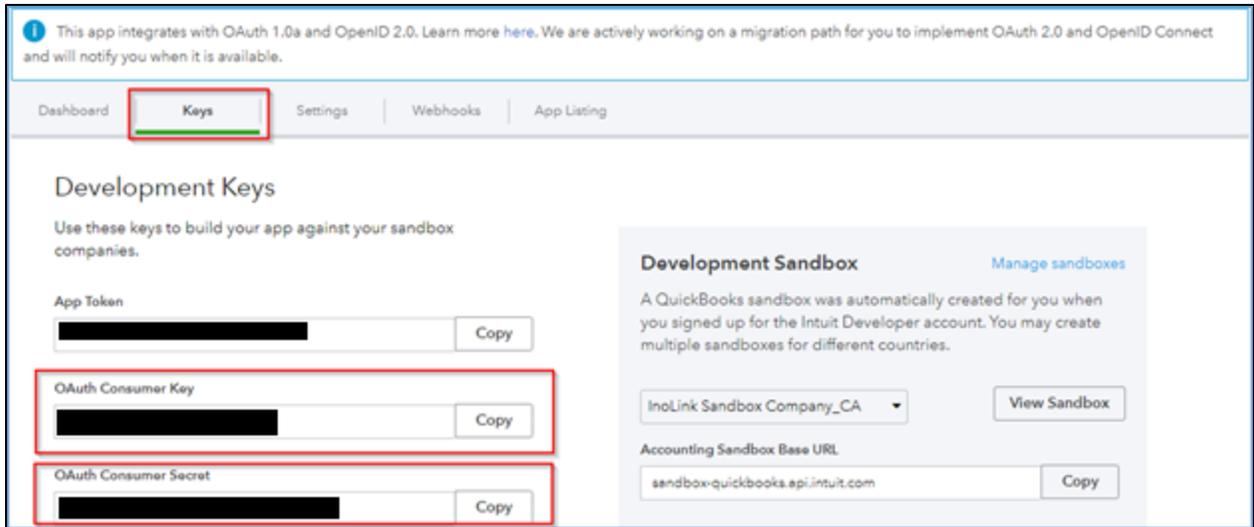


#### A. For OAuth 1.0

If your developer account has created apps before **July 17, 2017**, and any apps created by that account, including future apps and apps under development now, will use **OAuth 1.0**

Now click on **Keys**. Here you will find **Production & Development keys**. **Note:** Use the keys you need.

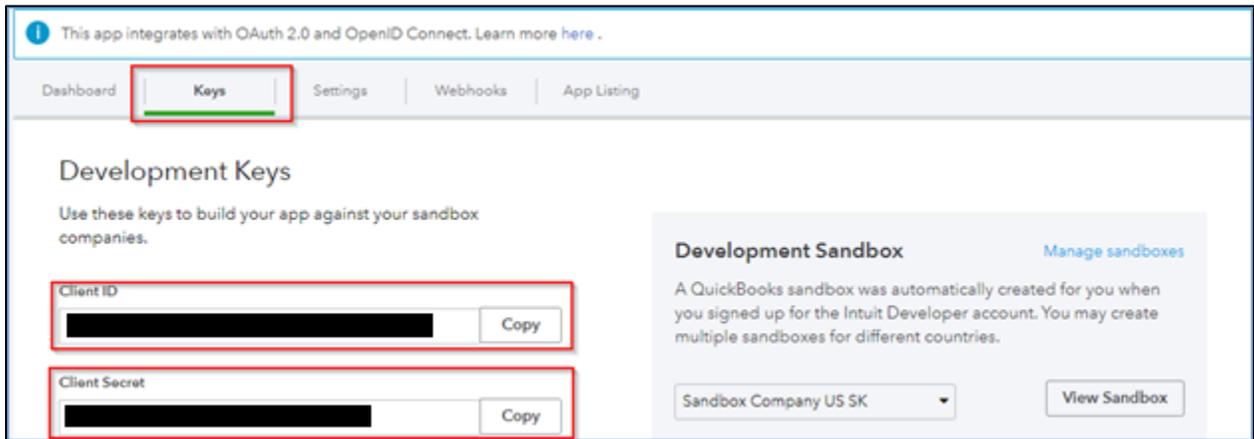
You will need the '**OAuth Consumer Key**' and '**OAuth Consumer Secret**' to link QuickBooks Online with InoLink.



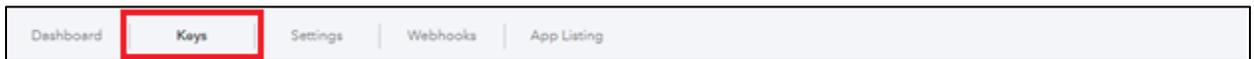
## B. For OAuth 2.0

Now click on **Keys**. Here you will find **Production & Development keys**. **Note:** Use the keys you need.

You will need the '**Client ID**' and '**Client Secret**' to link QuickBooks Online with InoLink.



**Step 4:** Click on **Keys** and scroll down to find Redirect URIs



**Redirect URIs** ⓘ

Redirect URI that your app serves to users upon authentication. Redirect URI requests must come from a web server. For apps in development, the URI can be localhost and can use HTTP. Production URIs must use HTTPS.

Redirect URI 1

Redirect URI 2

[Add URI](#)

**Step 5:** Enter the redirect URI provided and click on **Save** button.

This will allow InoLink to interact with QuickBooks.

Once you have all the pre-requisites set in place you are good to add and connect single and multiple companies. Then, you need to configure the **QuickBooks** connection as per your requirement in **InoLink Settings**. After clicking on **QuickBooks** option in **Enable and connect to Dynamics 365 and QuickBooks system** section **InoLink Settings** you will get the window shown below.

**QuickBooks** ×

Integrate your Dynamics 365 organization with one or more QuickBooks companies

Sync QuickBooks data based on: ⓘ  
 Account Attribute:  Contact Attribute:

Use Field Service Tax \*

**QuickBooks Companies**

|  |                        |                                      |
|--|------------------------|--------------------------------------|
|  | Company Name           | <input type="text" value="Company"/> |
|  | Country                | <input type="text"/>                 |
|  | Base Currency          | <input type="text"/>                 |
|  | OAuth Version          | <input type="text" value="2.0"/>     |
|  | Use Sandbox ⓘ          | <input type="text" value="Yes"/>     |
|  | Client ID * ⓘ          | <input type="text"/>                 |
|  | Client Secret * ⓘ      | <input type="text"/>                 |
|  | Owning Business Unit * | <input type="text"/>                 |
|  | User * ⓘ               | <input type="text"/>                 |

Here user needs to select the suitable details of the QuickBooks that are to be synced with the CRM system.

## Sync QuickBooks data based on:

|                                  |   |                   |   |
|----------------------------------|---|-------------------|---|
| Sync QuickBooks data based on: ⓘ |   |                   |   |
| Account Attribute                | <input type="text" value="Owning Business Unit"/> | Contact Attribute | <input type="text" value="Owning Business Unit"/> |
| Use Field Service Tax *          | <input type="text" value="No"/>                   |                   |   |

- Account Attribute:** This is a dropdown that populates all the Lookup as well as Option Set fields on Account entity. You have to select value which would be considered as criteria for syncing data from CRM to QuickBooks and vice-versa. The default value is considered Owning Business Unit.
- Contact Attribute:** The drop-down that populates all the Lookup as well as Option Set fields on Contact entity. You have to select value which would be considered as criteria for syncing data from CRM to QuickBooks, and vice-versa. The default value is considered Owning Business Unit.
- Use Field Service Tax:** Field Service Tax works only for **US QuickBooks companies**. This is a dropdown that gives the user an option to either choose Field Service Tax entity or InoLink Tax entity. Tax data would be synced in the chosen tax entity. If the user has selected No, then InoLink Tax entity would be considered, if the user has selected yes, then Field Service Tax entity would be considered. If Field Service Tax is set as 'Yes', then Tax Code and Tax Code Details (Field Service tax entities) privilege must be given to InoLink security roles for Tax synchronization.

**Note:** Selected values of Account and Contact Attribute must be the same.

QuickBooks Company can be synced on basis of Lookup values or Option Set fields.

**QuickBooks Companies:** This section allows the users to configure the single as well as multiple QuickBooks companies.

**Case 1:** Configuring Dynamics CRM with **1 QuickBooks Company**.

| QuickBooks Companies  |                                      |
|---|--------------------------------------|
|    |                                      |
| Company   |                                      |
| Company Name  | <input type="text" value="Company"/> |
| Country   | <input type="text"/>                 |
| Base Currency   | <input type="text"/>                 |
| OAuth Version   | <input type="text" value="2.0"/>     |
| Use Sandbox ⓘ   | <input type="text" value="Yes"/>     |
| Client ID * ⓘ   | <input type="text"/>                 |
| Client Secret * ⓘ   | <input type="text"/>                 |
| Owning Business Unit *  | <input type="text"/>                 |
| User * ⓘ  | <input type="text"/>                 |

1. **Company Name:** It will display the name of the QuickBooks Company. Initially, it will be empty, once the company data has been saved, the user can see the name of the company.

**Note:** User cannot add the same company twice at the same time. As once the company is added it is saved in QuickBooks Companies section. The user can add the same Company again after removing the Company from the selected list.

2. **Country:** It will display the country of QuickBooks Company. Initially, it will be empty, once the company data has been saved, the user can see the country.

3. **Base Currency:** It will display the base currency of QuickBooks Company. Initially, it will be empty, once the company data has been saved, the user can see the base currency.

4. **OAuth Version:** User has to select the OAuth version of the QuickBooks Company.

5. **Use Sandbox:** User has to select Yes if configuring company of the Sandbox environment, or No if configuring company of Production/Live environment.

6. **OAuth Consumer Key/Client ID:** This depends on the OAuth version of QuickBooks i.e. OAuth 1.0 or OAuth 2.0. The user needs to copy the key obtained from the QuickBooks Developer/Production Account App as mentioned in the [Pre-requisites](#).

7. **OAuth Consumer Secret/Client Secret:** This depends on the OAuth version of **OAuth 1.0 or OAuth 2.0**. The user needs to copy the key obtained from the QuickBooks Developer/Production Account App as mentioned in the [Pre-requisites](#).

8. **Owning Business Unit:** User has to select which **Business Unit** to be considered for syncing the data from CRM to QB and vice-versa. If the user selects **Root/Parent BU**, then all CRM data would be integrated with configured QB Company. If the user selects a **child BU**, then only records of selected child BU would be integrated with QB.

9. **User:** User has to select a **CRM user** under whom the records would be created (i.e. Owner of the record would be the selected CRM user)

|  |  |
|--|--|
| Owning Business Unit *   | <input type="text" value=""/>                |
| User *  | <input type="text" value="Napoleon Currin"/> |

**QuickBooks** ×

Integrate your Dynamics 365 organization with one or more QuickBooks companies

Sync QuickBooks data based on: ⓘ

Account Attribute: **Owning Business Unit** Contact Attribute: **Owning Business Unit**

Use Field Service Tax \* **No**

**QuickBooks Companies**

- + - ↻
- Company

Company Name: **Company**

Country:

Base Currency:

OAuth Version: **2.0**

Use Sandbox ⓘ: **Yes**

Client ID \* ⓘ:

Client Secret \* ⓘ:

Owning Business Unit \*:

User \* ⓘ: **Napoleon Currin**

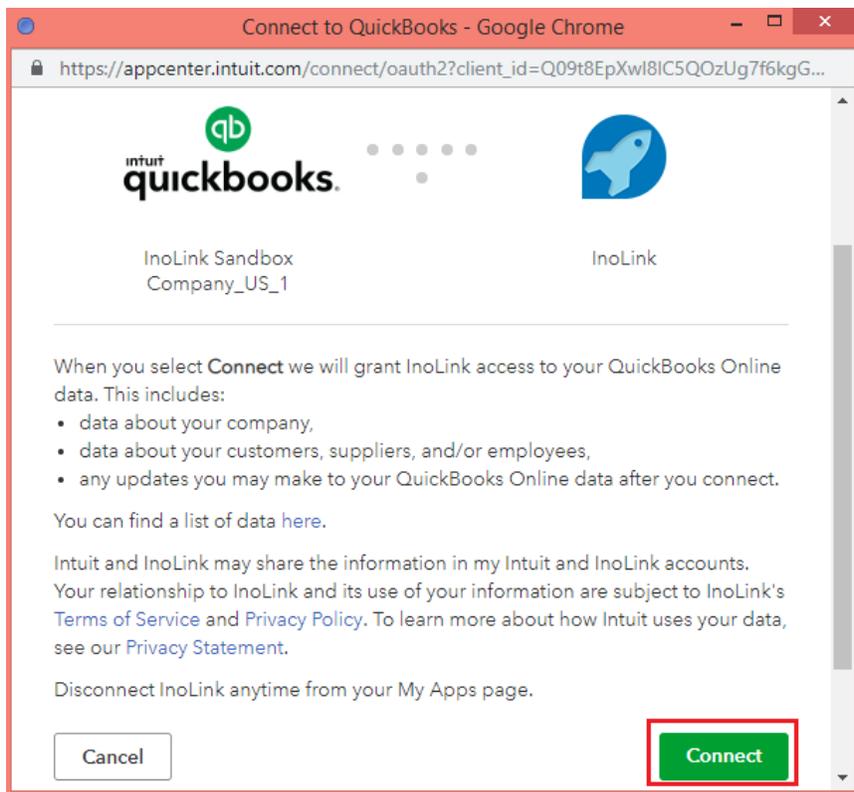
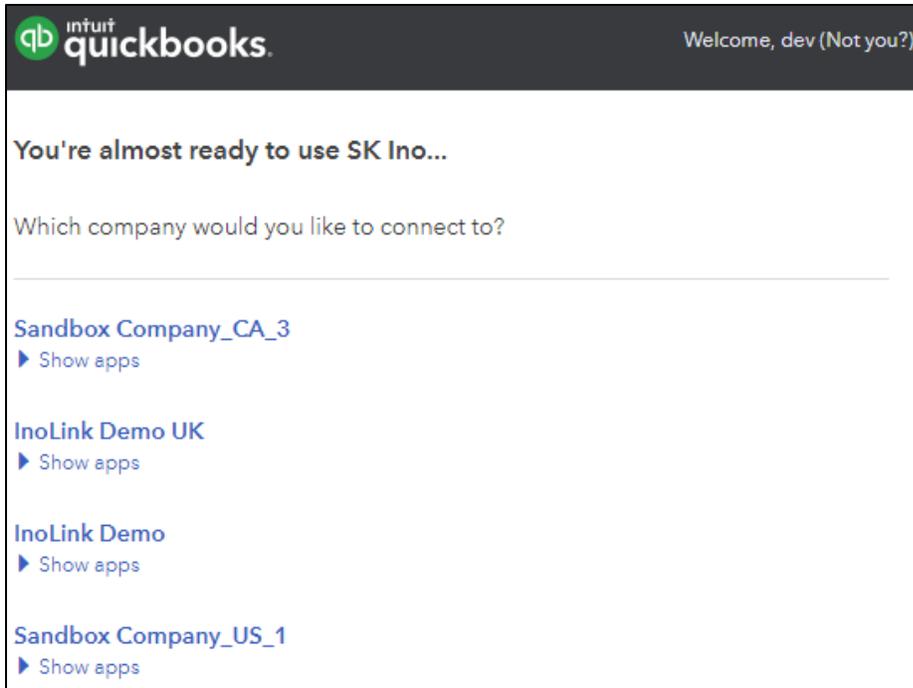
**Help** **Authorize & Save**

×

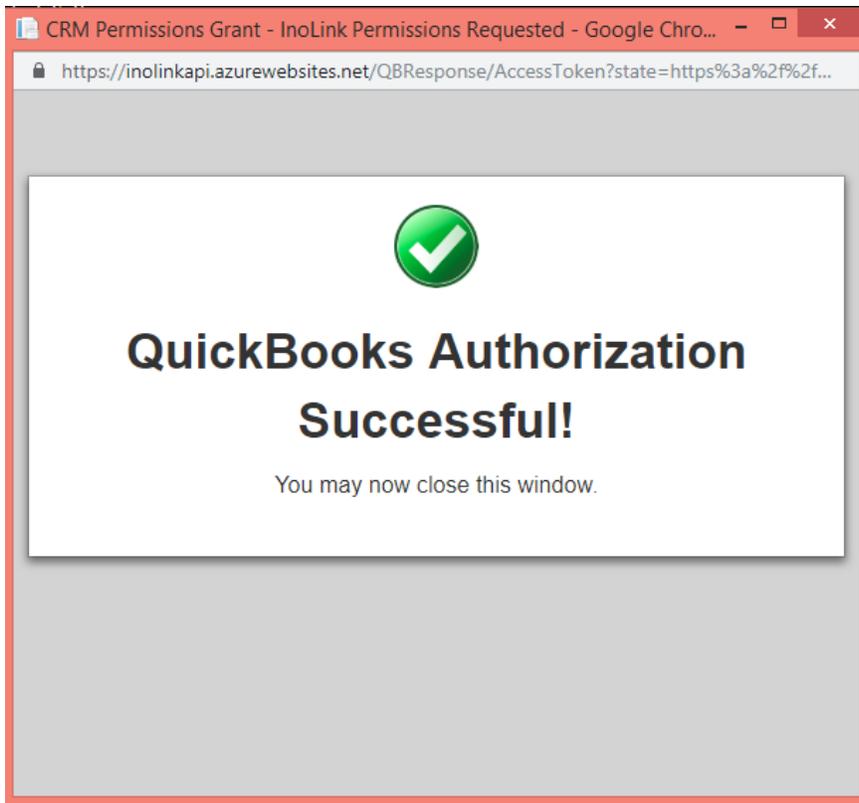
 By selecting Root BU, all CRM data will be synced with selected QuickBooks Company. Do you want to proceed?

**Yes** **No**

After clicking of **Authorize & Save** button you will get the above message to proceed further. Once you click on **Yes** you will be redirected to **sign in your QuickBooks system**. There user needs to select the required company with which he wants to sync with the Dynamics CRM.

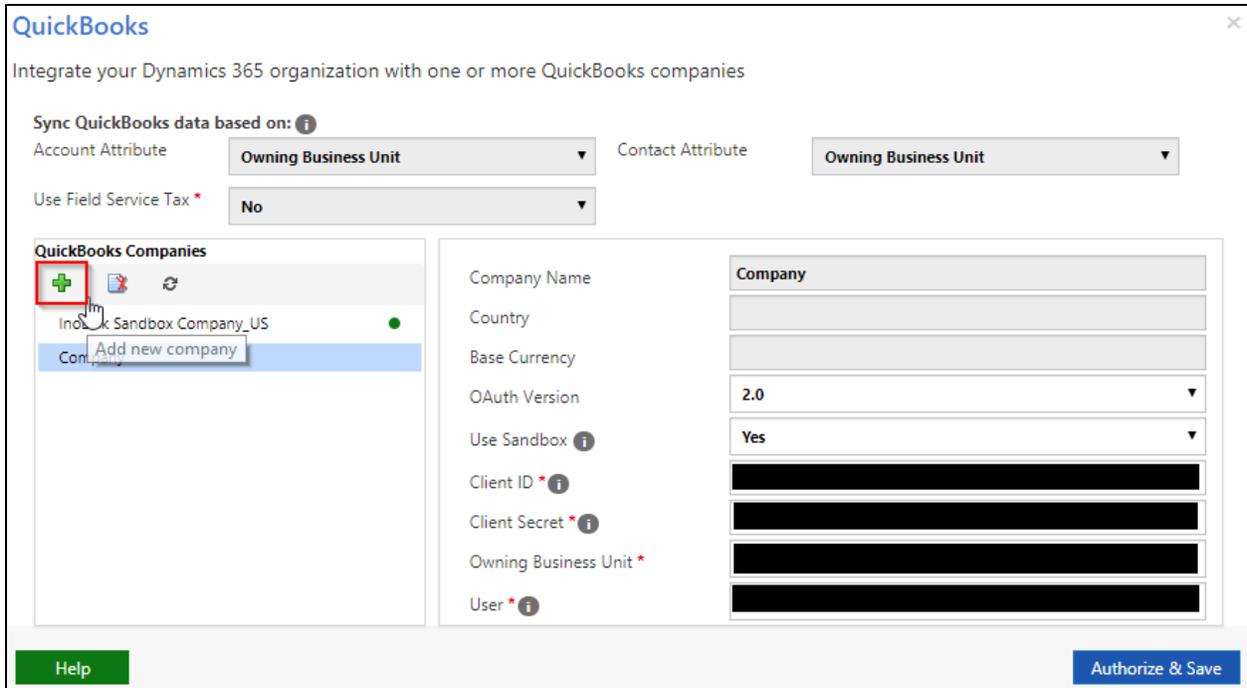


After clicking on **Connect** you will get success message as shown below.

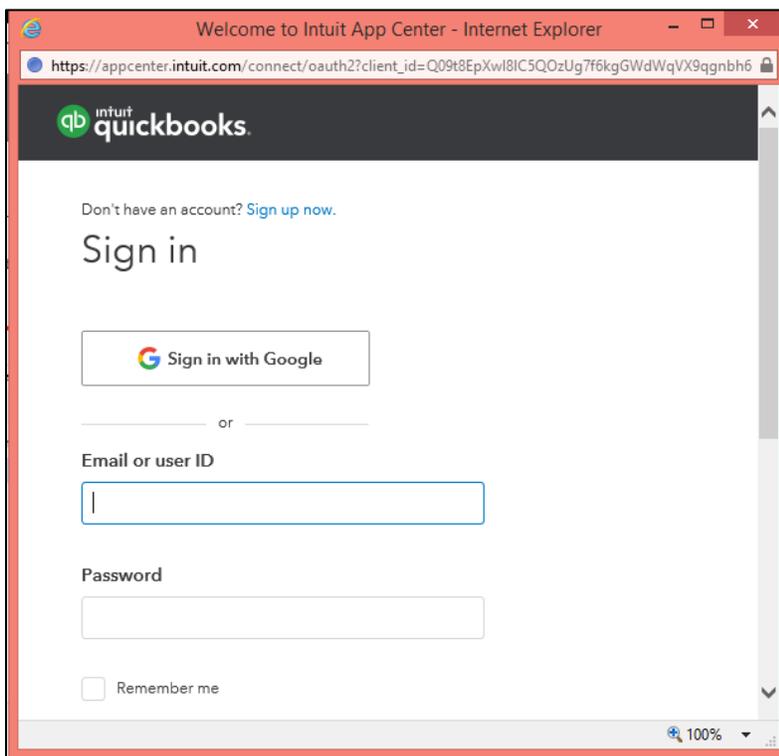


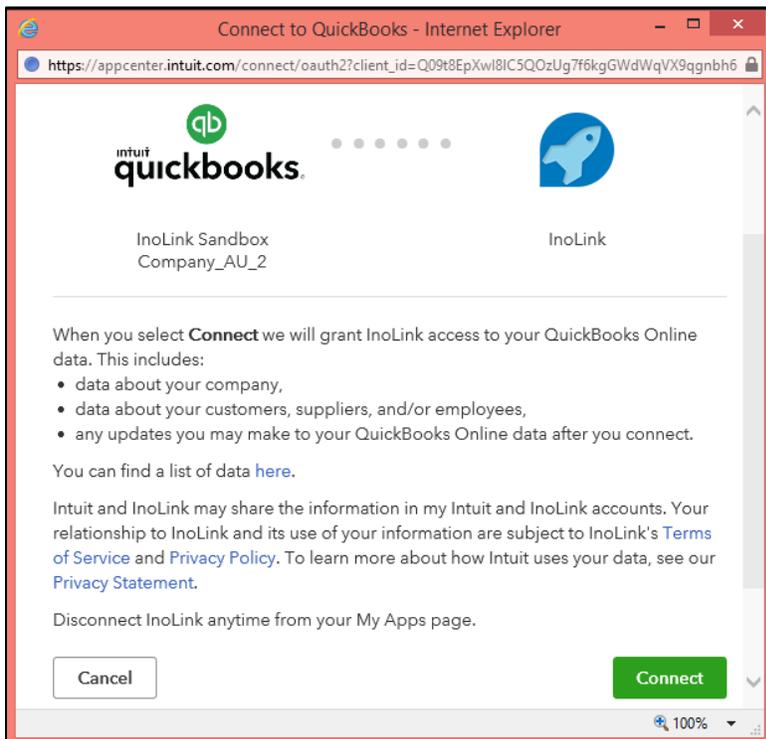
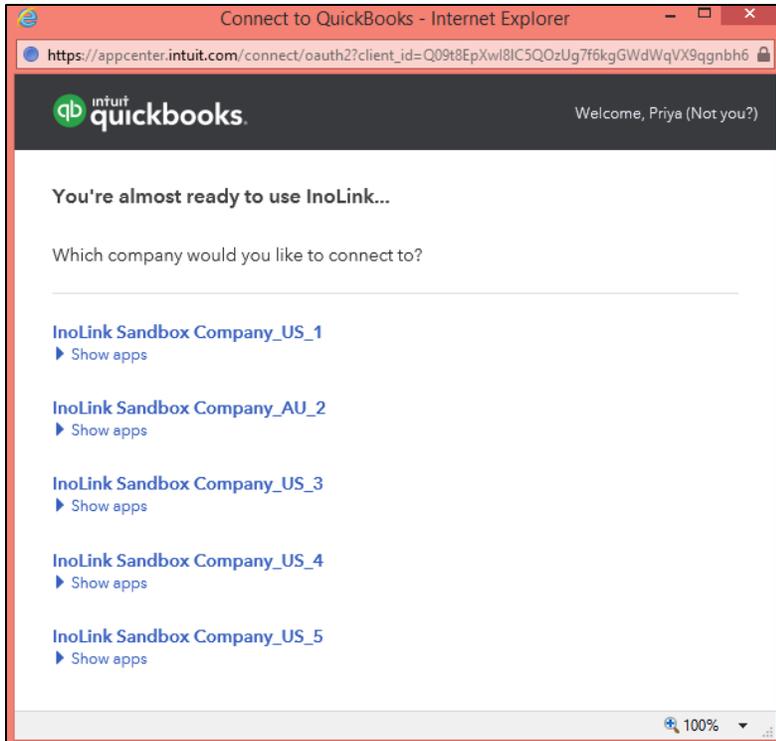
**Case 2: Configuring Dynamics CRM with Multiple QuickBooks Company.**

User needs to click on (+) Add button to configure more than one QuickBooks company and fill the required details as shown in below screenshot.

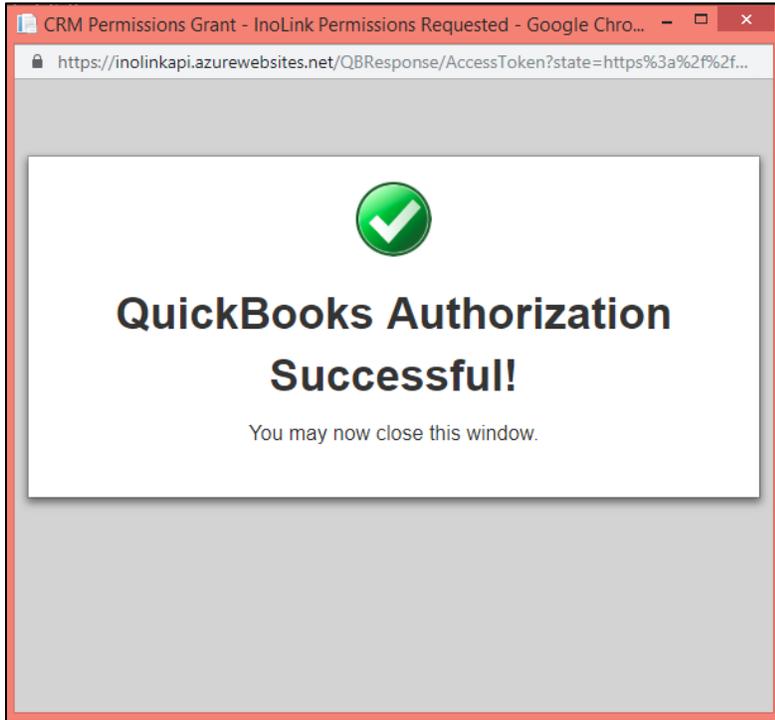


Now, user needs to click on **Authorize & Save** button and he/she will re-direct to QuickBooks company list screen. In case the user is not log-in to QuickBooks then the user will be re-directed to Sign in page. Then user needs to select the required company for which he/she wants to sync with the Dynamics CRM.



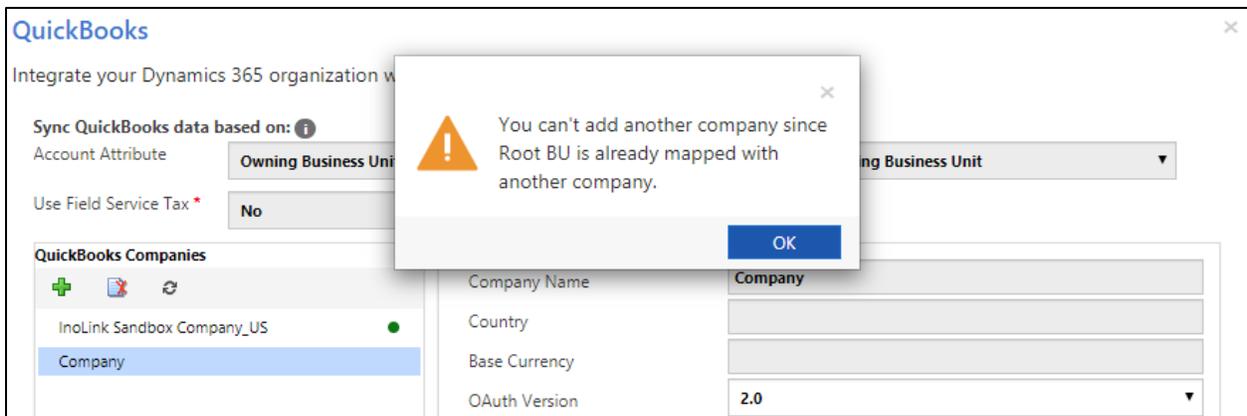


After clicking on **Connect** you will get success message as shown below.

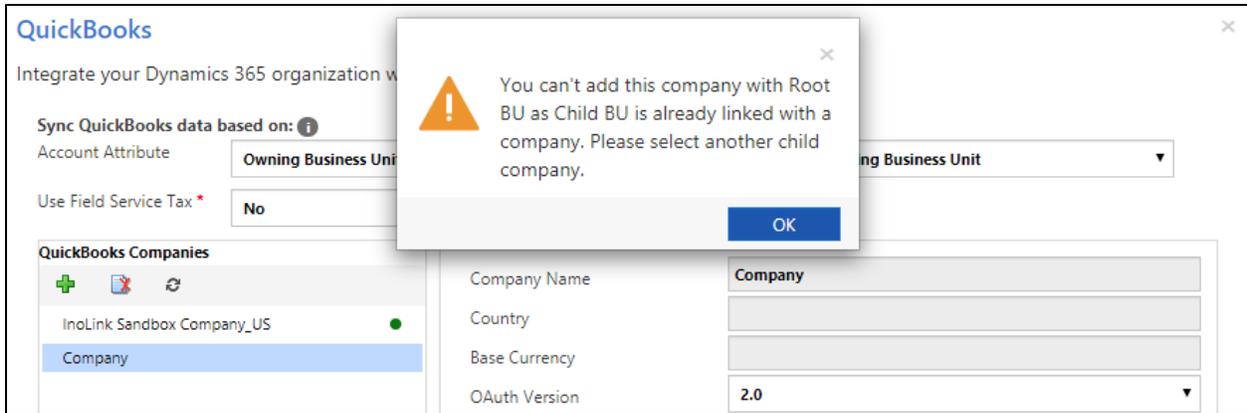


**Note:**

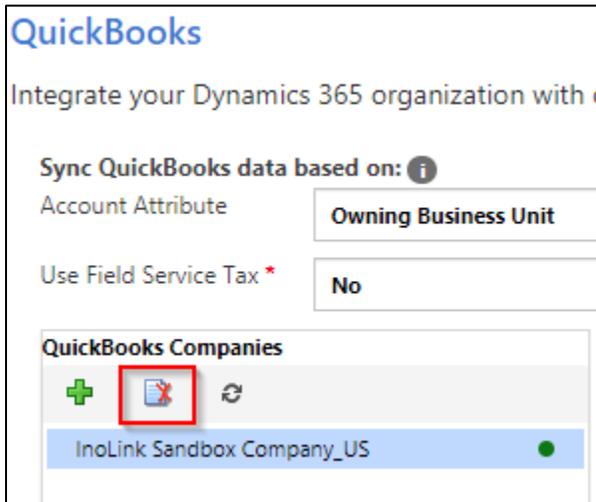
1. If users configure the Root/Parent Business Unit for the first time in QuickBooks Companies then they cannot add and configure the multiple QuickBooks companies. Only when the Child Business Unit is added for the first time the user can configure multiple QuickBooks companies.



2. If users configure the Child Business Unit for the first time in QuickBooks Companies and try to add another company with Root Business Unit then the user gets the below error. Once the company is linked with particular child business unit then user can **only** select child business unit to configure **another QuickBooks company**.



If the user wants to **delete** the selected company from **InoLink Settings** then he/she first needs to **unlink** the **Accounts/Contacts/Products**. After doing so there is an option of **Remove** QuickBooks Companies as shown below.



**InoLink Settings Display Window:**

Dynamics 365 | InoLink - QB - Hub | Settings > InoLink Settings

### InoLink Settings

Set up InoLink Dynamics 365 and QuickBooks integration

Enable and connect to Dynamics 365 and QuickBooks system

**Dynamics 365**  
Enable this organization for the integration with QuickBooks

**QuickBooks** ⚠ Mappings installation is in process. This may take a while.  
Integrate one or more QuickBooks company with your organization

**Companies** | Sandbox Company US SK

#### What Dynamics 365 records would you like to pass to QuickBooks?

|  |  |
|--|--|
| <p><b>Customer</b><br/>Specify if you want to create or update Dynamics 365 Accounts/Contacts into QuickBooks Customers</p> <p><b>Quote</b><br/>Specify if you want to create or update Dynamics 365 Quotes into QuickBooks Estimates</p> <p><b>Invoice</b><br/>Specify if you want to create or update Dynamics 365 Invoices into QuickBooks Invoices</p> | <p><b>Product</b><br/>Specify if you want to create or update Dynamics 365 Products into QuickBooks Products</p> <p><b>Order</b><br/>Specify if you want to create or update Dynamics 365 Orders into QuickBooks Invoices</p> <p><b>Transaction Settings</b><br/>Enable Transaction Settings</p> |
|--|--|

#### What QuickBooks records would you like to integrate with your Dynamics 365 organization?

|   |  |
|---|--|
| <p><b>Customer</b><br/>Specify if you want to create or update QuickBooks Customers into Dynamics 365 Accounts/Contacts</p> <p><b>Transaction History</b><br/>Specify if you want to create or update QuickBooks transaction histories into this organization</p> | <p><b>Product</b><br/>Specify if you want to create or update QuickBooks Products into Dynamics 365 Products</p> |
|---|--|

**Note:** QuickBooks side the status displayed is **Mappings installation in process. This may take a while.** For integration between two systems i.e. Dynamics 365 and QB requires mappings to say which field of QuickBooks must map with which field of Dynamics 365 and vice versa. This status indicates that the mappings installation is in process.

### Set up CRM to QuickBooks and QuickBooks to CRM integration:

#### a. What Dynamics 365 records would you like to pass to the QuickBooks? (Dynamics 365 to QuickBooks)

With the help of this section, the user can enable the required feature namely Dynamics 365's customers (Contact/Account), Product, Quote, Order, Invoices that needs to be synced with QuickBooks companies.

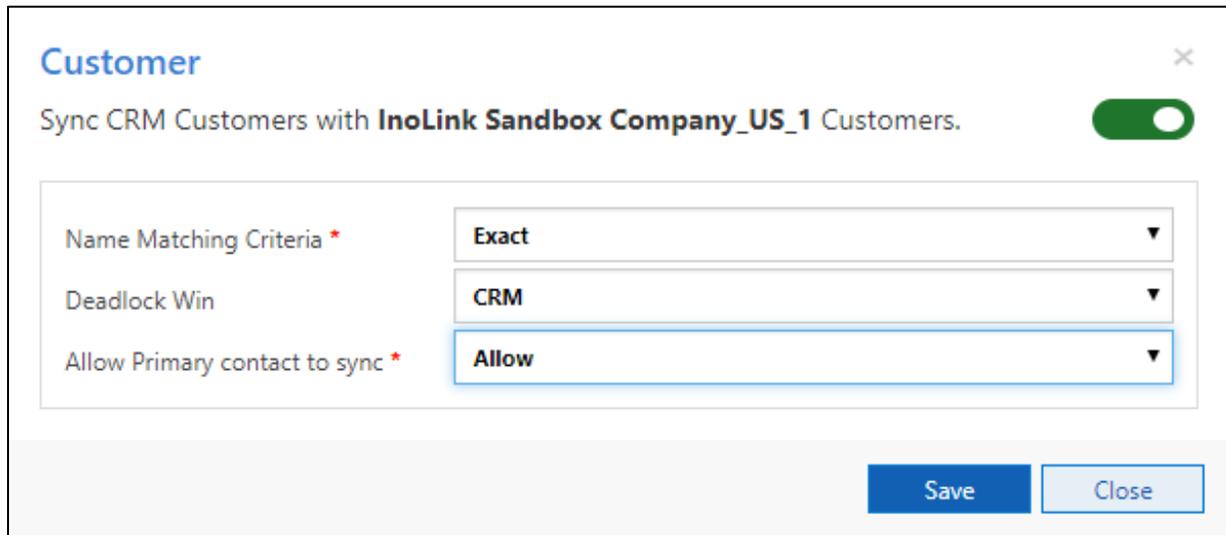
As shown in below image user needs to select the required Company in the Companies tab for which they need to configure the settings.

**Companies** | InoLink Sandbox Company\_US | **InoLink Sandbox Company\_AU**

#### What Dynamics 365 records would you like to pass to QuickBooks?

|  |  |
|--|--|
| <p><b>Customer</b><br/>Specify if you want to create or update Dynamics 365 Accounts/Contacts into QuickBooks Customers</p> <p><b>Quote</b><br/>Specify if you want to create or update Dynamics 365 Quotes into QuickBooks Estimates</p> <p><b>Invoice</b><br/>Specify if you want to create or update Dynamics 365 Invoices into QuickBooks Invoices</p> | <p><b>Product</b><br/>Specify if you want to create or update Dynamics 365 Products into QuickBooks Products</p> <p><b>Order</b><br/>Specify if you want to create or update Dynamics 365 Orders into QuickBooks Invoices</p> <p><b>Transaction Settings</b><br/>Enable Transaction Settings</p> |
|--|--|

1. **Customer** – Using this option user can enable the feature to sync the details from Dynamics 365 **Accounts/Contacts** to QuickBooks. After clicking on **Customer** you will get the below displayed window.



**Customer** ×

Sync CRM Customers with **InoLink Sandbox Company\_US\_1** Customers.

Name Matching Criteria \*

Deadlock Win

Allow Primary contact to sync \*

Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

### **Name Matching Criteria**

You have two options here

**Exact** – It will look for an exact name match.

**Pattern** – It will perform a pattern match to cover for any typos in data entry in the two systems. E.g InfoMedia and IfnoMedia will be treated as the same record and updated instead of creating duplicates.

### **Deadlock Win:**

You have two options here i.e. **CRM** or **QuickBooks**

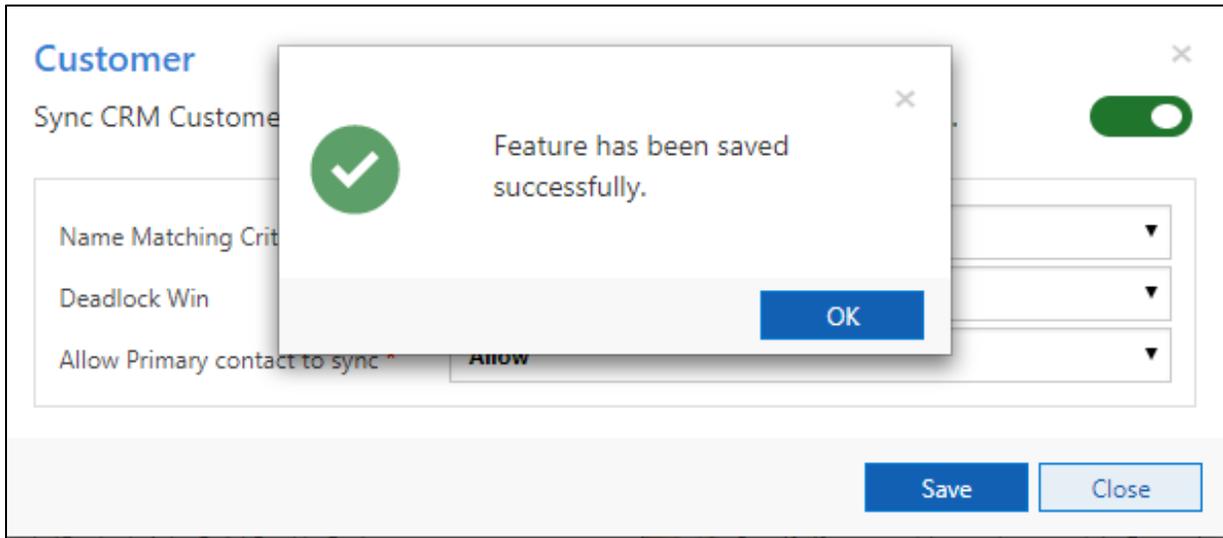
If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

### **Allow Primary contact to sync:**

Set this as Allow if you would like the **Primary Contact** field from **Dynamics 365** to be synced to **Contact field** in **QuickBooks**.

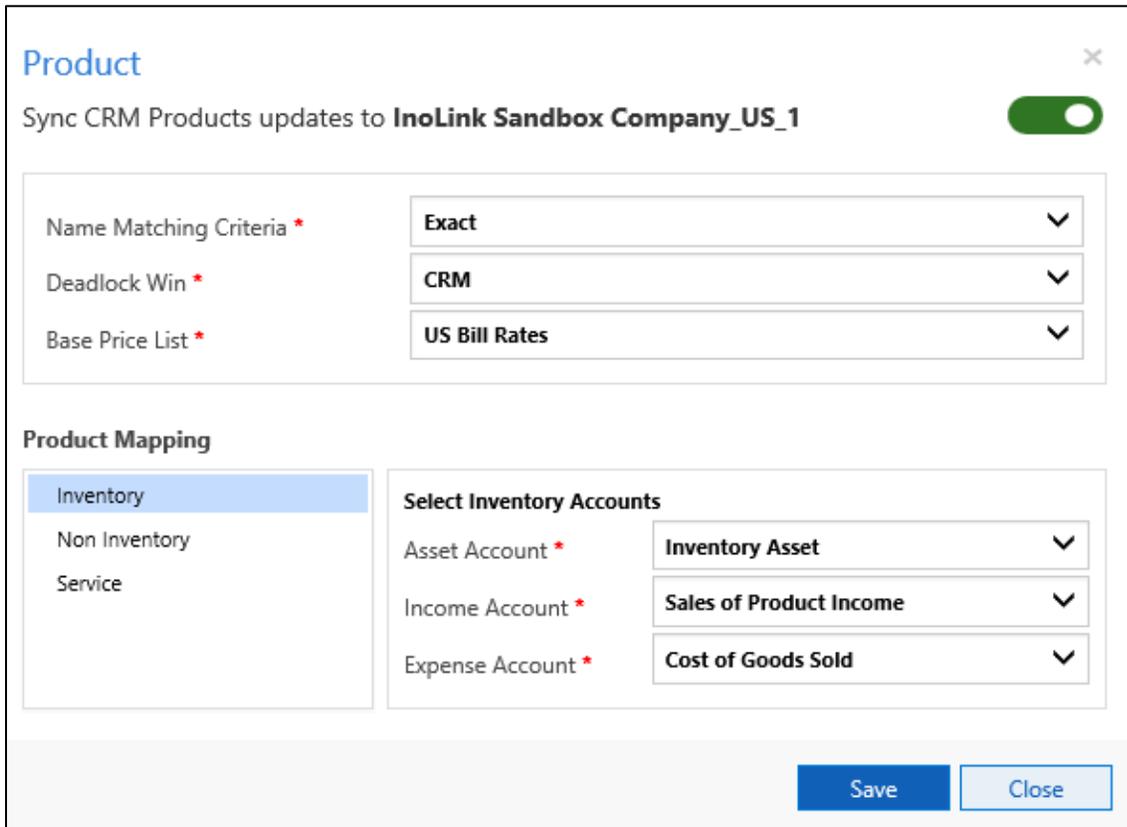
Given that Accounting Contact may be different from the Business Contact stored in Dynamics 365/CRM, you may not want to override the Primary contact set in QuickBooks from Dynamics 365/CRM and vice versa. In that case, set this option as 'Do not Allow'.

After clicking on **save** button you will get below success message.



2. **Product** – Using this option user can enable the feature to move the **Products** from Dynamics 365 to QuickBooks. After clicking on Product you will get the below-displayed window.

**Product feature Setting For US QuickBooks Company:**



Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

**Name matching criteria:**

You have two options here

**Exact** – It will look for an exact name match.

**Pattern** – It will perform a pattern match to cover for any typos in data entry in the two systems.

**Deadlock Win:**

You have two options here i.e. CRM or **QuickBooks**

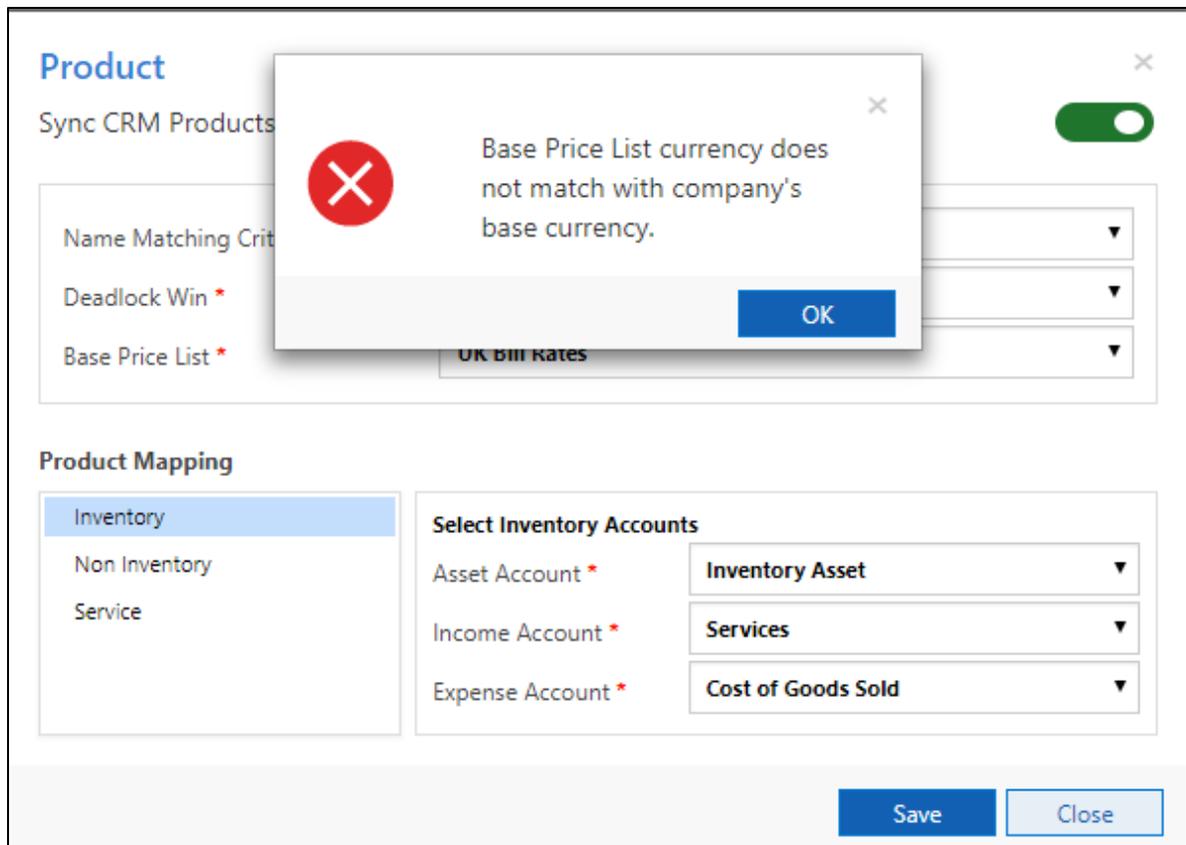
If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

**Base Price List:**

In Base Price List user needs to set the required **Base Price List** to be selected while syncing the Products from Dynamics CRM to QuickBooks.

**Note:** Validation points to be considered.

1. While selecting the Base Price List user needs to verify if the currency of the price list to be matched with the country of QuickBooks. If user select different price list then they will get below error message.



## Product Mappings

In this section, the user needs to select the type of **products** along with the **Account type** that is to be selected for Product sync feature.

### **Asset Account / Income Account / Expense Account:**

All type of Product in QuickBooks – Inventory, Non – Inventory, Service needs to have the following accounts provided for correct handling of the accounting transactions against these products.

- Asset Account
- Income Account
- Expense Account

**You can look for these accounts in Chart Of Accounts in QuickBooks**

Chart of Accounts    Reconcile

Chart of Accounts Run Report New

< All Lists

Filter by name

| NAME                      | TYPE                      | DETAIL TYPE               | CURRENCY | QUICKBOOKS BALANCE | BANK BALANCE | ACTION                        |
|---------------------------|---------------------------|---------------------------|----------|--------------------|--------------|-------------------------------|
| Checking                  | Bank                      | Checking                  | USD      | 1,201.00           | -3,621.93    | <a href="#">View register</a> |
| Inventory Asset           | Other Current Assets      | Inventory                 | USD      | 13,436.25          |              | <a href="#">View register</a> |
| Accounts Receivable (A/R) | Accounts receivable (...) | Accounts Receivable (...) | USD      | 8,511.52           |              | <a href="#">View register</a> |
| Sales of Product Income   | Income                    | Sales of Product Income   | USD      |                    |              | <a href="#">Run report</a>    |
| Prepaid Expenses          | Other Current Assets      | Prepaid Expenses          | USD      | 0.00               |              | <a href="#">View register</a> |
| Uncategorized Asset       | Other Current Assets      | Other Current Assets      | USD      | 0.00               |              | <a href="#">View register</a> |
| Cost of Goods Sold        | Cost of Goods Sold        | Supplies & Materials ...  | USD      |                    |              | <a href="#">Run report</a>    |
| Truck                     | Fixed Assets              | Vehicles                  | USD      | 13,495.00          |              | <a href="#">View register</a> |

When a Product is moved from Dynamics 365/CRM to QuickBooks it will set above Accounts as follows.

**Inventory asset account**

Inventory Asset

**Sales information**

Description on sales forms

Sales price/rate

**Income account**

Sales of Product Income

Is taxable

**Purchasing information**

Description on purchase forms

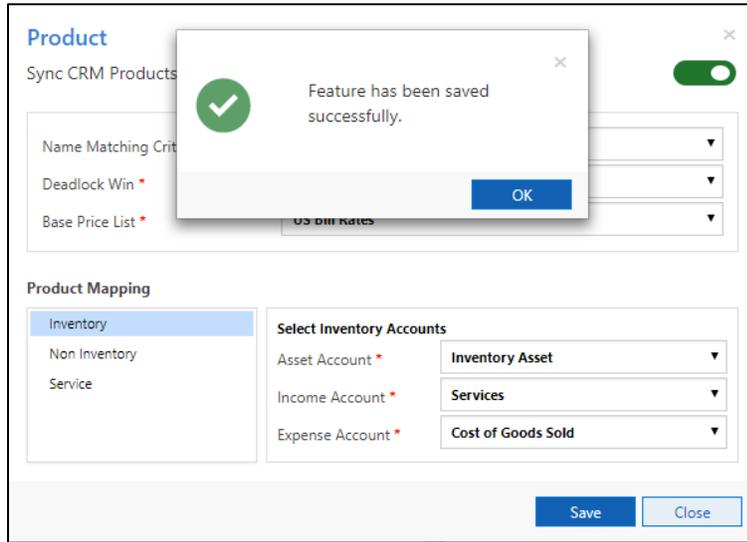
Cost

**Expense account**

Cost of Goods Sold

Save and close

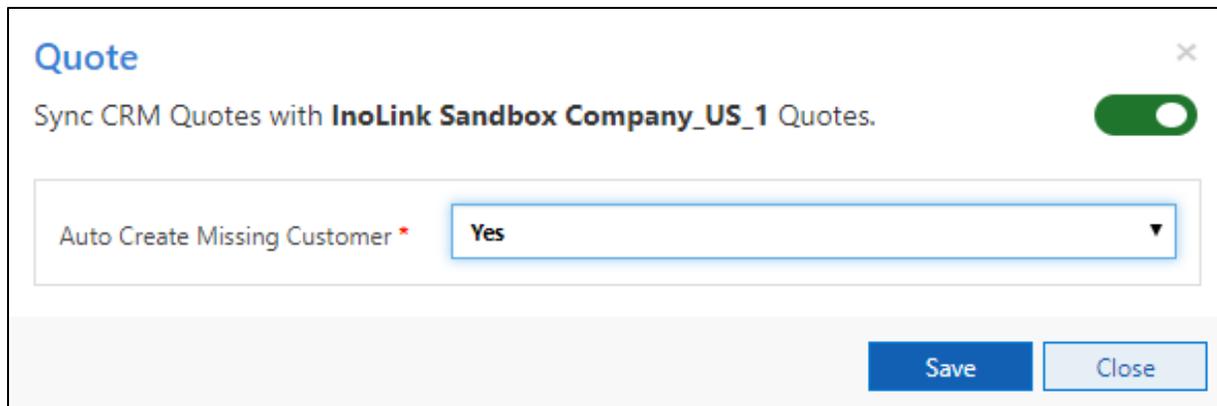
After selecting all the values in Product Mapping feature and clicking on **Save** button you will get below success message.



3. **Quote:** Using this option user can enable the feature to move the **Quotes** from Dynamics 365 to QuickBooks. After clicking on Quotes you will get the below displayed window.



Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

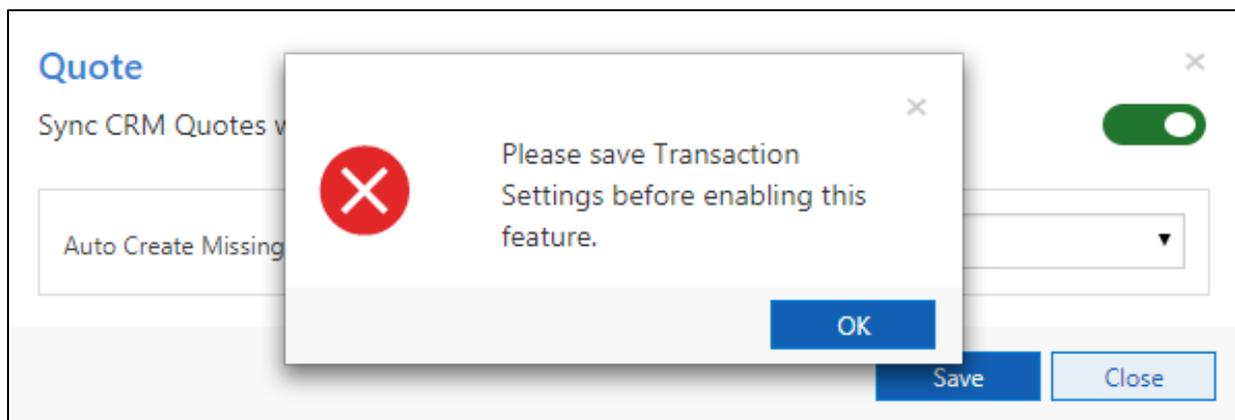


**Auto Create Missing Customer:**

Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

Set this option to **No**, if you would like to manually control the customer records being created in QuickBooks. In this case, the transaction would not be created in QuickBooks if associated customer record is not found in QuickBooks.

In case if you have **not saved the Transaction Settings** then after clicking on **Save** button you will get the below message.



4. **Transaction Settings** - Then, the user needs to first save the **Transaction Settings** by selecting the **Transaction Settings feature** option. You will get to see the following options displayed as shown below.

### Transaction Settings ×

Transaction Settings for **InoLink Sandbox Company\_US\_1** with CRM Products.

|                          |    |   |
|--------------------------|----|---|
| Write-In Product *       |    | ▼ |
| Line Discount Product *  |    | ▼ |
| Shipping Product *       |    | ▼ |
| Enable Tax Calculation * | No | ▼ |

Sync Tax
Save
Close

QuickBooks and Dynamics 365/CRM handle some accounting concepts like Discounts, Write-In Products, and Shipping Product differently. To allow for error-free syncing between Dynamics 365/CRM and QuickBooks, we ask to set up the products that need to be used for specific accounting features, namely, **Write-In**, **Line Discount**, and **Shipping Product**.

**Write-In Product:**

Dynamics 365/CRM allows for adding a **write-in product** in **Quote, Order** and **Invoice**.

Write-In Product \*

**QuickBooks** however, does not allow entering a line item without specifying the product. To avoid this conflict we request a service type of product to be created in QuickBooks that we can use when transferring write-in lines from CRM Quote, Order and Invoice to QuickBooks.

QuickBooks side user needs to create the write-in product in case of **US Company** he/she needs to select Is Taxable option. If they want to calculate tax on write in then he/she should select is taxable true while creating write in product in QuickBooks.

Product/Service information

Service [Change type](#)

Name\*  
Write-in

SKU

Category  
Choose a category

Sales information  
 I sell this product/service to my customers.  
 Write-In Product

Sales price/rate: 0.00    Income account: Services

Is taxable    [Let QuickBooks calculate your sales tax](#)

Purchasing information  
 I purchase this product/service from a vendor.

[Save and close](#)

In case of UK/Canada/Australia based QuickBooks company user needs to define the Tax code QuickBooks side as shown below to bring the tax in Dynamics CRM while syncing the product. Thus, based on tax code the CRM will calculate the tax for write in product on Quote/Order/Invoice.

Product/Service information

Service [Change type](#)

Name\*  
Write-in Product

Item/Service code

Category  
Choose a category

Class  
Assign a class

Sales information  
 I sell this product/service to my customers.  
 Description on sales forms

Sales price/rate: 0.00    Income account: Sales of Product Income

Inclusive of tax

Tax  
20.0% S

[SHOW MORE](#)

[Save and close](#)

After this, any **write-in line** from Dynamics 365/CRM would be carried over in QuickBooks as shown in the screenshots below

| PRODUCTS      |            |              |                |          |          |
|---------------|------------|--------------|----------------|----------|----------|
| Product Na... | Properties | Unit         | Price Per U... | Quantity | Discount |
| Rock Fountain |            | Primary U... | \$275.00       | 1.00000  | \$15.00  |
| Write-In      |            |              | \$20.00        | 1.00000  | \$0.00   |

**Line Discount product:**

Dynamics 365/CRM allows you to specify discounts for line-items by specifying the discount amount in the Discount and Volume Discount fields on the line item form.

|                         |                      |
|-------------------------|----------------------|
| Line Discount Product * | <input type="text"/> |
|-------------------------|----------------------|

QuickBooks on the other hand requires products to be created of the type “Discount” and add it as a separate line item in the transaction.

With the above mapping, line item discount in Dynamics 365/CRM as shown below

| PRODUCTS      |            |              |                |          |          |         |
|---------------|------------|--------------|----------------|----------|----------|---------|
| Product Na... | Properties | Unit         | Price Per U... | Quantity | Discount | Extensi |
| Rock Fountain |            | Primary U... | \$30.00        | 1.00000  | \$15.00  | \$15.00 |
| Write-In      |            |              | \$20.00        | 1.00000  | \$0.00   | \$20.00 |

Would be carried over to QuickBooks as shown below.

| # | PRODUCT/SERVICE | DESCRIPTION   | QTY | RATE | AMOUNT            | TAX |         |
|---|-----------------|---------------|-----|------|-------------------|-----|---------|
| 1 | RF-01           | Rock Fountain | 1   | 30   | 30.00             | ✓   | 🗑️      |
| 2 | line discount   |               | 1   | -15  | -15.00            |     | 🗑️      |
| 3 |                 |               |     |      | Subtotal: \$15.00 |     | 🗑️      |
| 4 | write in        | Write-In      | 1   | 20   | 20.00             | ✓   | 🗑️      |
| 5 |                 |               |     |      |                   |     | 🗑️      |
|   |                 |               |     |      | Subtotal          |     | \$35.00 |

### Shipping product:

Dynamics 365/CRM allows for enter in a **Shipping product** in **Quote** and **Invoice**.

Shipping Product \*

**Dynamics CRM doesn't calculate tax on freight amount. Thus,** we request a service type of product to be created in QuickBooks that we can use while transferring **Freight Amount** from Dynamics CRM Quote/Order/Invoice to QuickBooks.

For UK/Canada/Australia: User needs to create the **Shipping product** as a **service type** product in QuickBooks with the **Tax code** defined and tax as **zero rated**.

The screenshot shows the 'Service' form in Dynamics CRM. The 'Service' type is selected and highlighted with a red box. The 'Name' field contains 'Shipping Product' and is also highlighted with a red box. The 'Tax' field is set to '0.0% ECG' and is highlighted with a red box. Other fields include 'Item/Service code', 'Category', 'Class', 'Sales information', 'Sales price/rate', 'Income account', and 'Purchasing information'. A 'Save and close' button is visible at the bottom right.

After this, if the user selects the **Freight Amount** in Quotes/Orders/Invoice records of **Dynamics 365/CRM** it would be carried over in **QuickBooks** as a **Shipping amount**.

The product mappings accept the products of the following types in QuickBooks.

| Dynamics CRM          | QuickBooks Item type |
|-----------------------|----------------------|
| Line Discount Product | Service Product      |
| Write-In Product      | Service Product      |
| Shipping Product      | Service Product      |

After selecting the details in Transaction Settings and saving it the user will be redirected to quote feature.

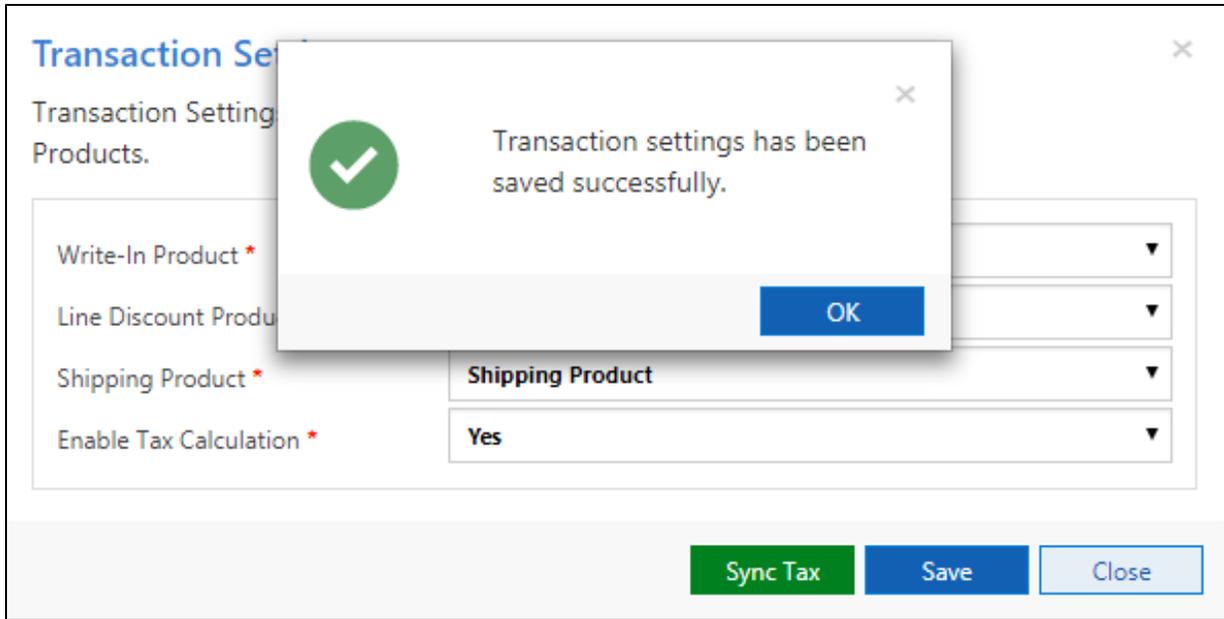
**Enable Tax Calculation:** With the help of this option user can select whether they want to automatically calculate the tax for Quote/Order/Invoice in Dynamics CRM or not.

**Transaction Settings** [Close]

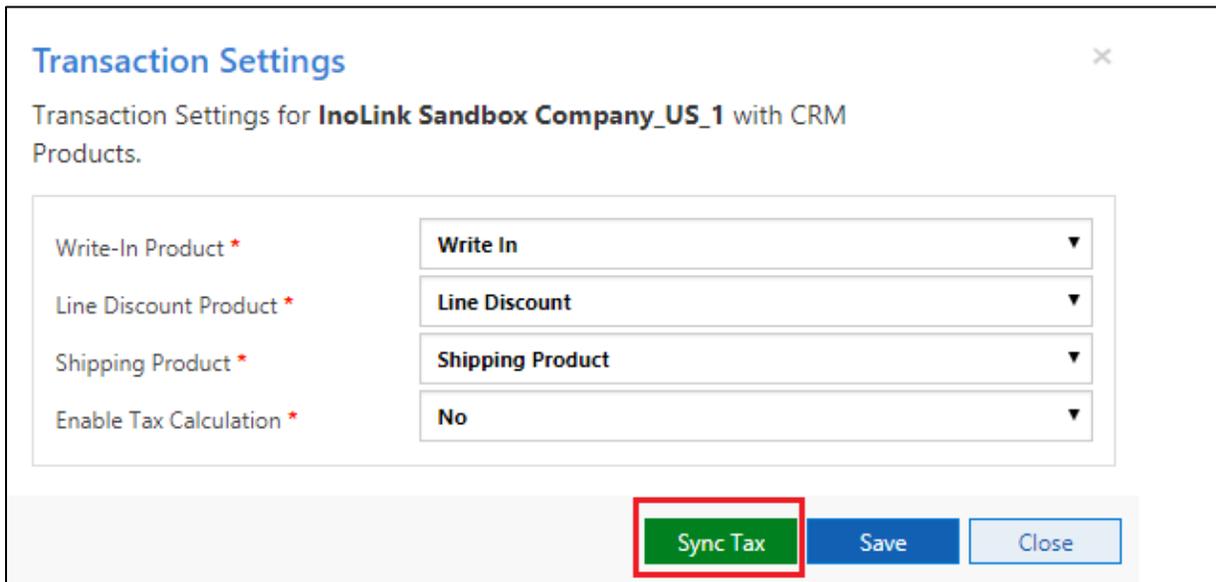
Transaction Settings for **InoLink Sandbox Company\_US\_1** with CRM Products.

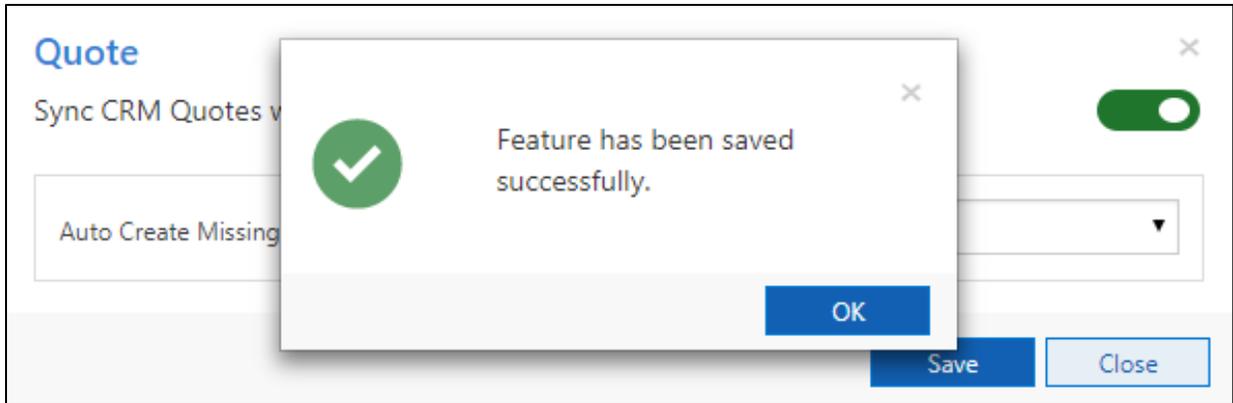
|                          |                    |
|--------------------------|--------------------|
| Write-In Product *       | Write In ▼         |
| Line Discount Product *  | Line Discount ▼    |
| Shipping Product *       | Shipping Product ▼ |
| Enable Tax Calculation * | Yes ▼              |

[Sync Tax] [Save] [Close]

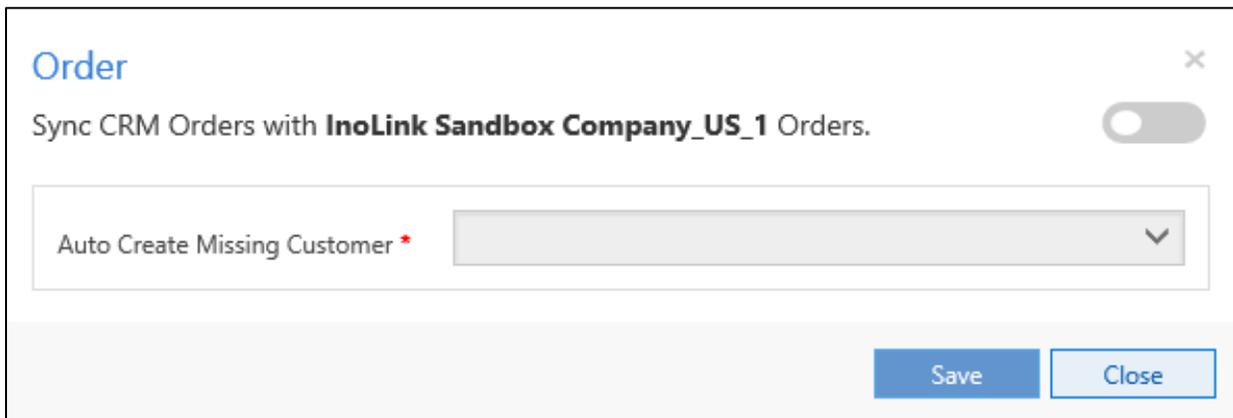


**Sync Tax option** allows you to sync the tax details automatically in case if there are changes made in tax within the QuickBooks systems or if your tax was not synced previously.

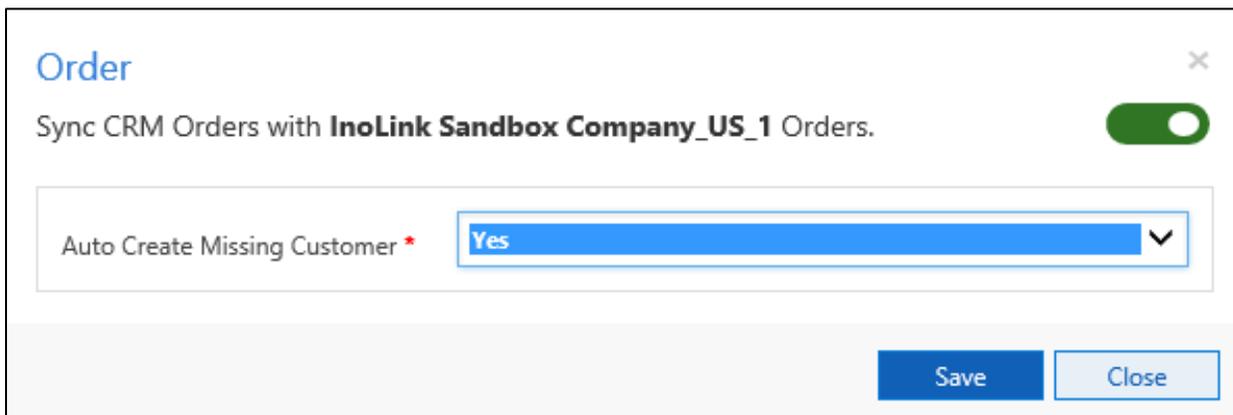




5. **Order:** Using this option user can enable the feature to move the **Order** from Dynamics 365 to QuickBooks. After clicking on Order you will get the below displayed window.



Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

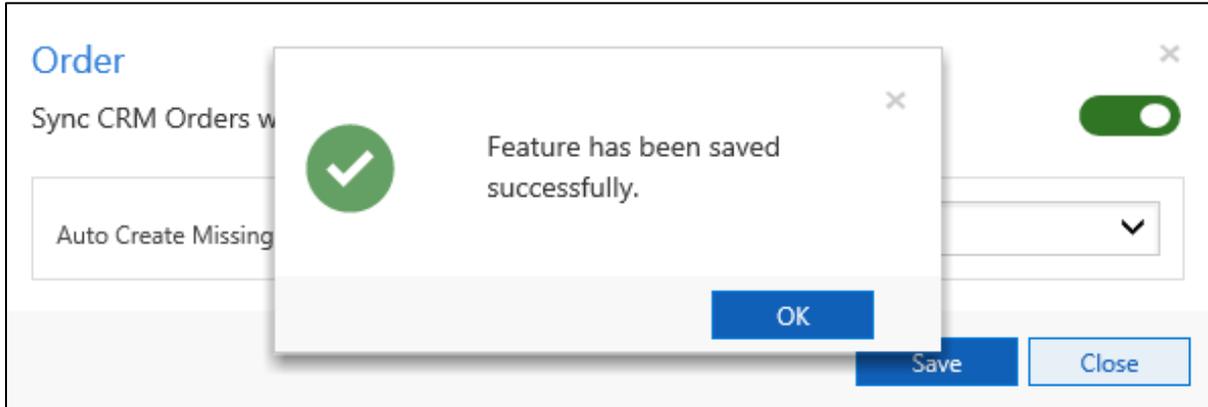


**Auto Create Missing Customer:**

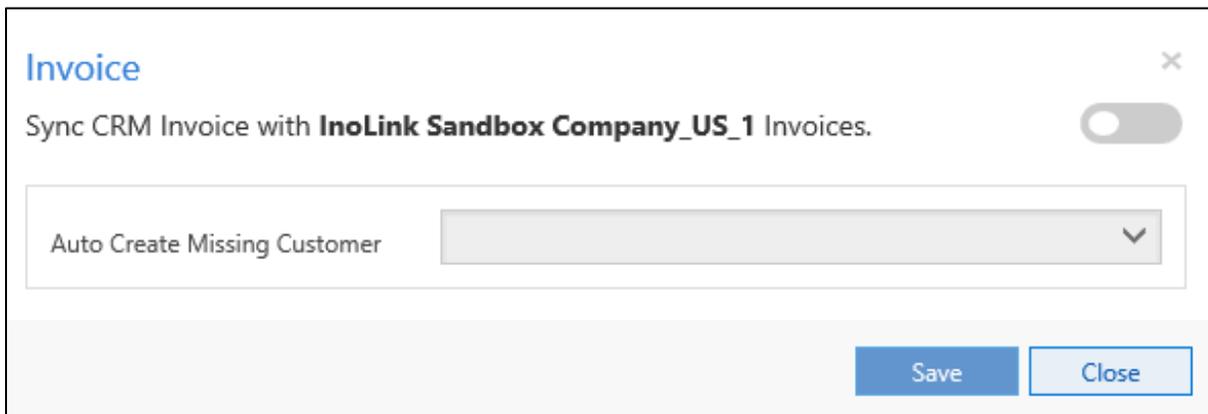
Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

Set this option to **No**, if you would like to manually control the customer records being created in QuickBooks. In this case, the transaction would not be created in QuickBooks if associated customer record is not found in QuickBooks.

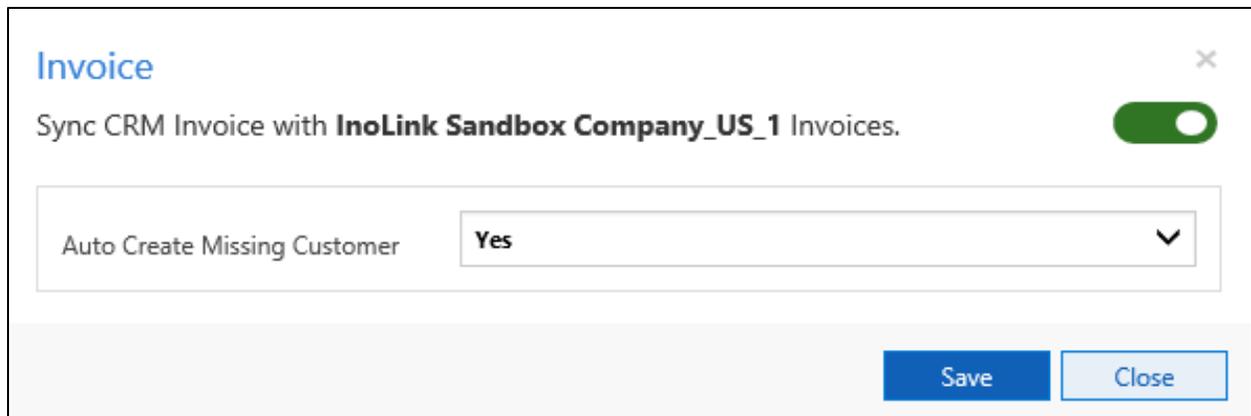
After clicking on **Save** button you will get below success message.



- 6. **Invoice:** Using this option user can enable the feature to move the **Invoice** from Dynamics 365 to QuickBooks. After clicking on Invoice you will get the below displayed window.



Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

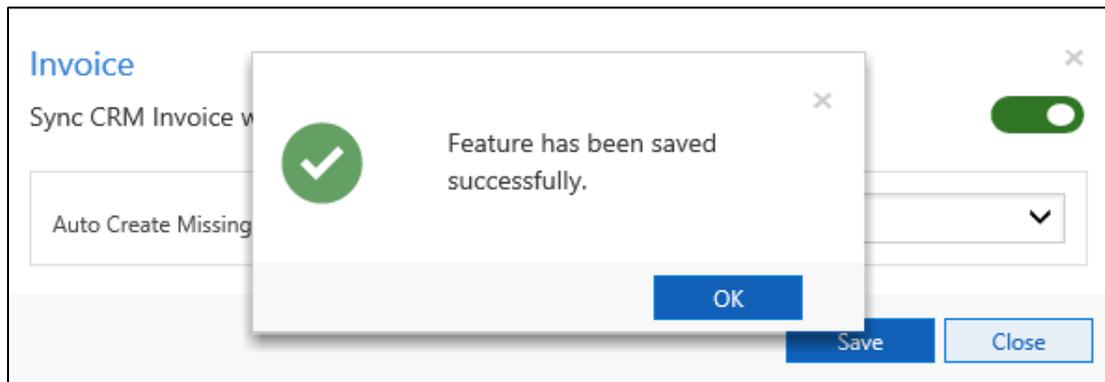


**Auto Create Missing Customer:**

Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

Set this option to **No**, if you would like to manually control the customer records being created in QuickBooks. In this case, the transaction would not be created in QuickBooks if associated customer record is not found in QuickBooks.

After clicking on **Save** button you will get below success message.



**b. What QuickBooks records would you like to integrate with your Dynamics 365 organization? (QuickBooks to Dynamics 365)**

What QuickBooks records would you like to integrate with your Dynamics CRM organization?

|   |  |
|---|--|
|  <b>Customer</b><br>Specify if you want to create or update QuickBooks's Customers into Dynamics 365 Accounts/Contacts         |  <b>Product</b><br>Specify if you want to create or update QuickBooks's Products into Dynamics 365 Products |
|  <b>Transaction History</b><br>Specify if you want to create or update QuickBooks transaction histories into this organization |  <b>Service Scheduling</b><br>Specify if you want to ON or OFF your QB to CRM Integration services          |

1. **Customer:** Using this option user can enable the feature to sync the data from QuickBooks to Dynamics 365 **Accounts/Contacts** to Dynamics 365. After clicking on **Customer** you will get the below displayed window.

**Customer** ×

Sync **InoLink Sandbox Company\_US\_1** Customers with CRM Customers.

|                               |                      |   |
|-------------------------------|----------------------|---|
| Name Matching Criteria *      | <input type="text"/> | ▼ |
| Deadlock Win                  | CRM                  | ▼ |
| Allow Primary contact to sync | <input type="text"/> | ▼ |

Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

**Customer**
✕

Sync **Sandbox Company US SK** Customers with CRM Customers.

|                               |   |
|-------------------------------|---|
| Name Matching Criteria *      | <input type="text" value="Exact"/>      |
| Deadlock Win                  | <input type="text" value="CRM"/>        |
| Allow Primary contact to sync | <input type="text" value="Allow"/>      |
| Last Modified From            | <input type="text" value="01/01/2010"/> |

### Name Matching Criteria

You have two options here

**Exact** – It will look for an exact name match.

**Pattern** – It will perform a pattern match to cover for any typos in data entry in the two systems. E.g InfoMedia and IfnoMedia will be treated as the same record and updated instead of creating duplicates.

### Deadlock Win:

You have two options here i.e. **CRM** or **QuickBooks**

If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

### Allow Primary contact to sync:

Set this as Allow if you would like the **Contact** from **QuickBooks** to be Synced with the **Account** or **Contact field** in **Dynamics 365/CRM**.

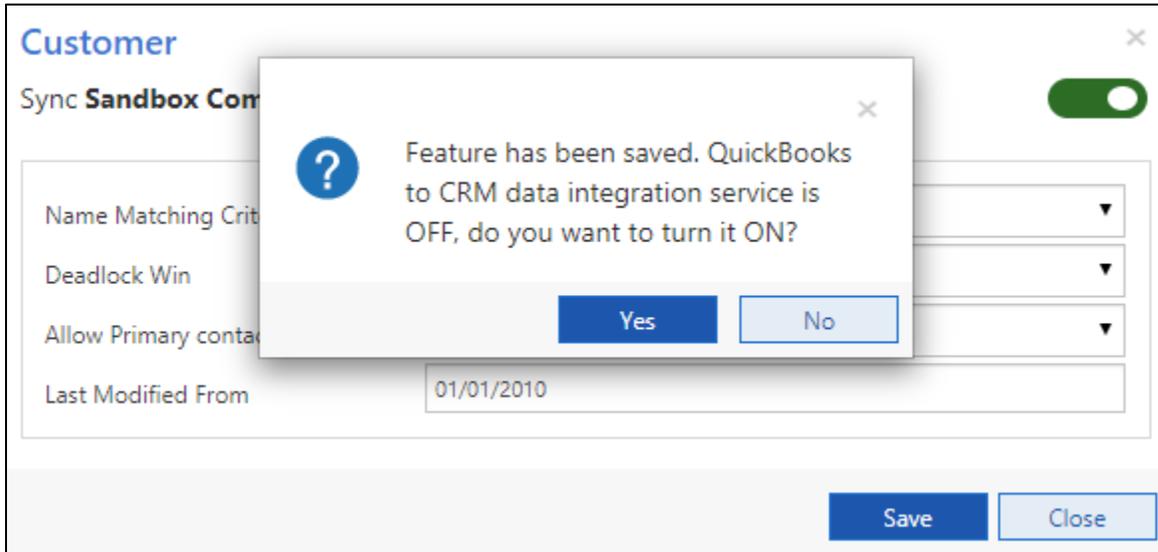
Given that Accounting Contact may be different from the Business Contact stored in Dynamics 365/CRM, you may not want to override the Primary contact set in Dynamics CRM from QuickBooks and vice versa. In that case, set this option as 'Do not Allow'.

### Last Modified From:

Only those Customer records would sync from QuickBooks to CRM which were created or modified after the specified date.

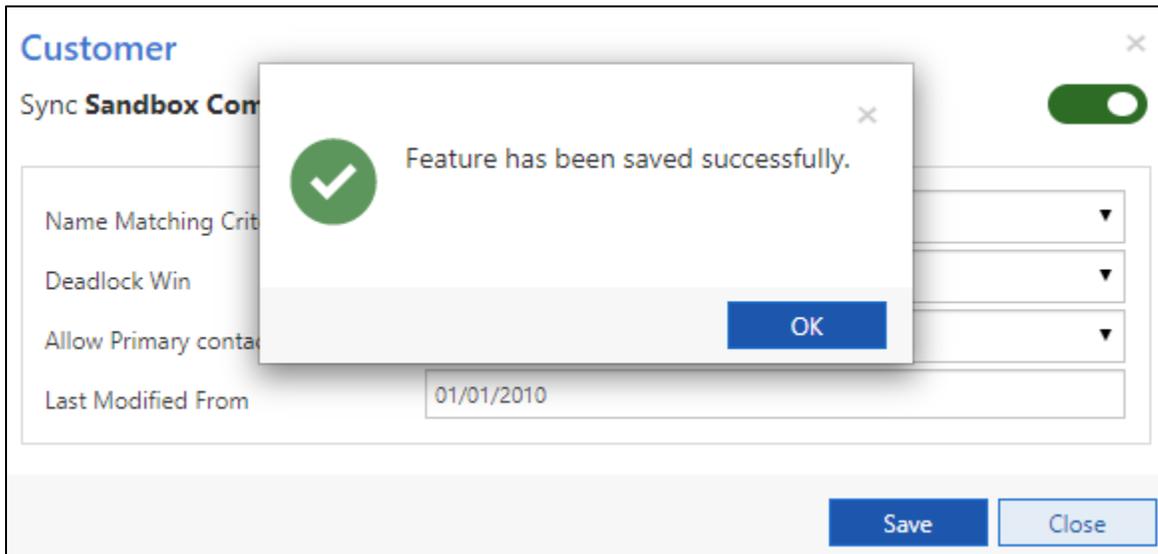
After clicking on **Save** button, depending on whether you have services on or off, you'll get popup message

If your services are off, you'll get the below message



On clicking No, this screen will be closed. On clicking Yes, Service Scheduling screen would open.

If your services are on, you'll get success message.

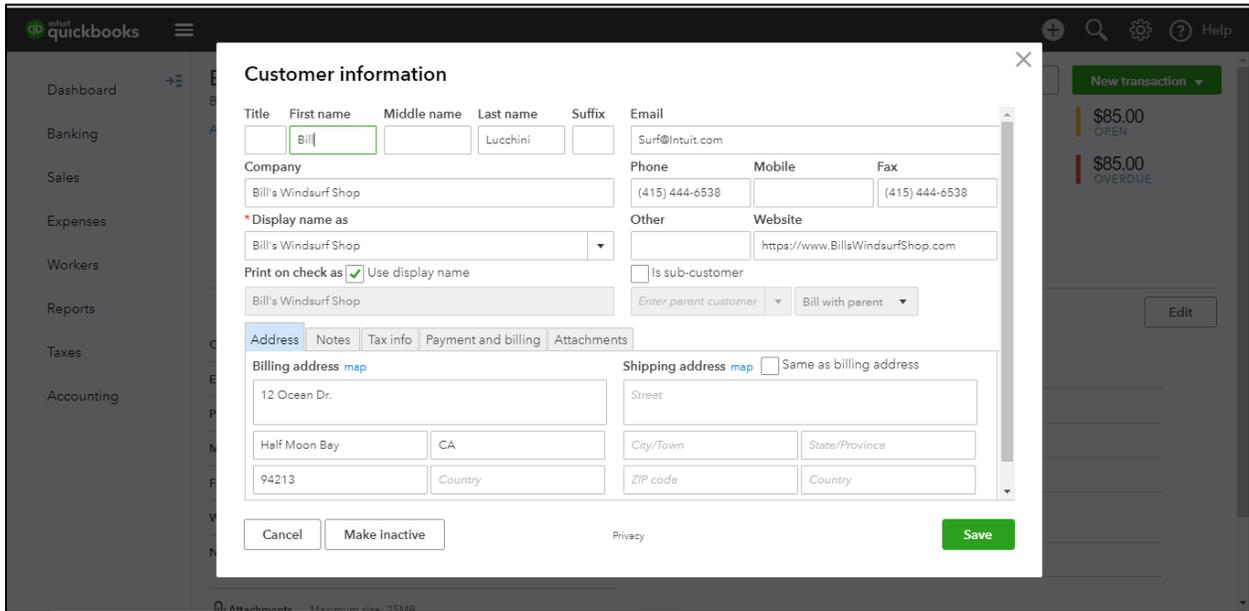


There are **3 cases** that will help you to analyze and understand how the data will be replicated in Dynamics CRM when the data is synced from QuickBooks to Dynamics CRM.

**Case 1** – Let's take an e.g. of a customer that is having Company and First name Last name details in QuickBooks.

This customer is saved as an Account same as that of the company name and Primary contact same as that of the First name Last name of the customer.

QuickBooks side the customer with Company and First and Last name looks like:

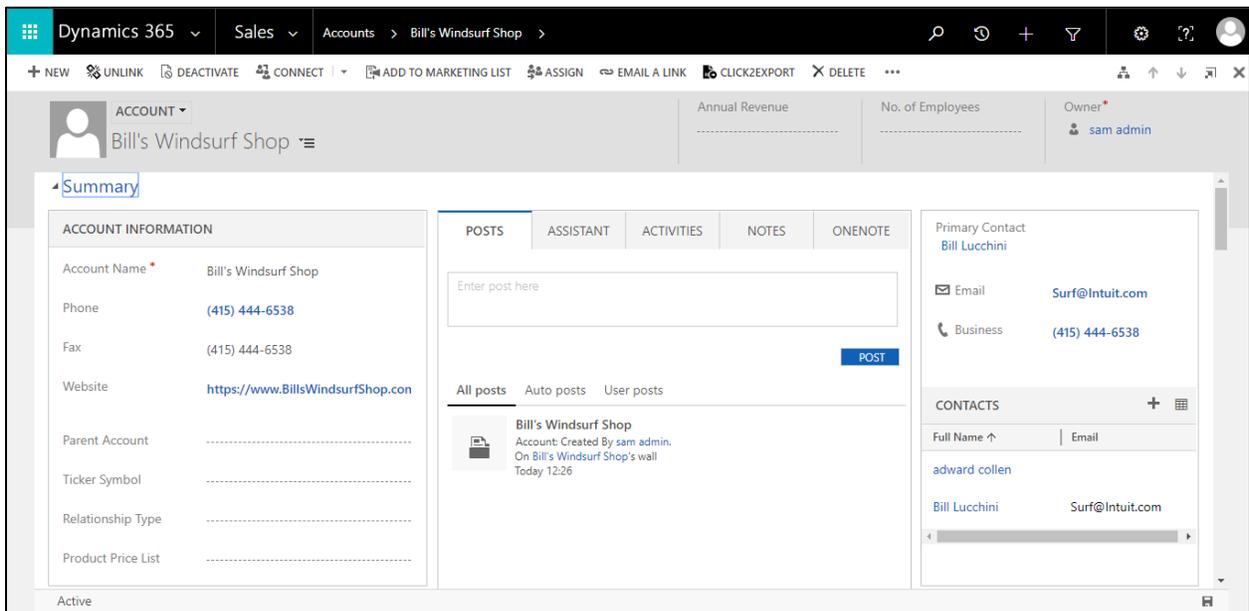


The screenshot shows the QuickBooks interface with a 'Customer information' modal window open. The form contains the following fields and values:

| Title | First name | Middle name | Last name | Suffix | Email           |
|-------|------------|-------------|-----------|--------|-----------------|
|       | Bill       |             | Lucchini  |        | Surf@Intuit.com |

Company: Bill's Windsurf Shop  
Phone: (415) 444-6538  
Mobile: (415) 444-6538  
Fax: (415) 444-6538  
Website: https://www.BillsWindsurfShop.com  
Billing address: 12 Ocean Dr., Half Moon Bay, CA 94213  
Shipping address: Same as billing address

Dynamics CRM side after syncing the Account along with the Primary contact looks like:



The screenshot shows the Dynamics CRM interface for the account 'Bill's Windsurf Shop'. The 'Summary' tab is active, displaying account information and primary contact details.

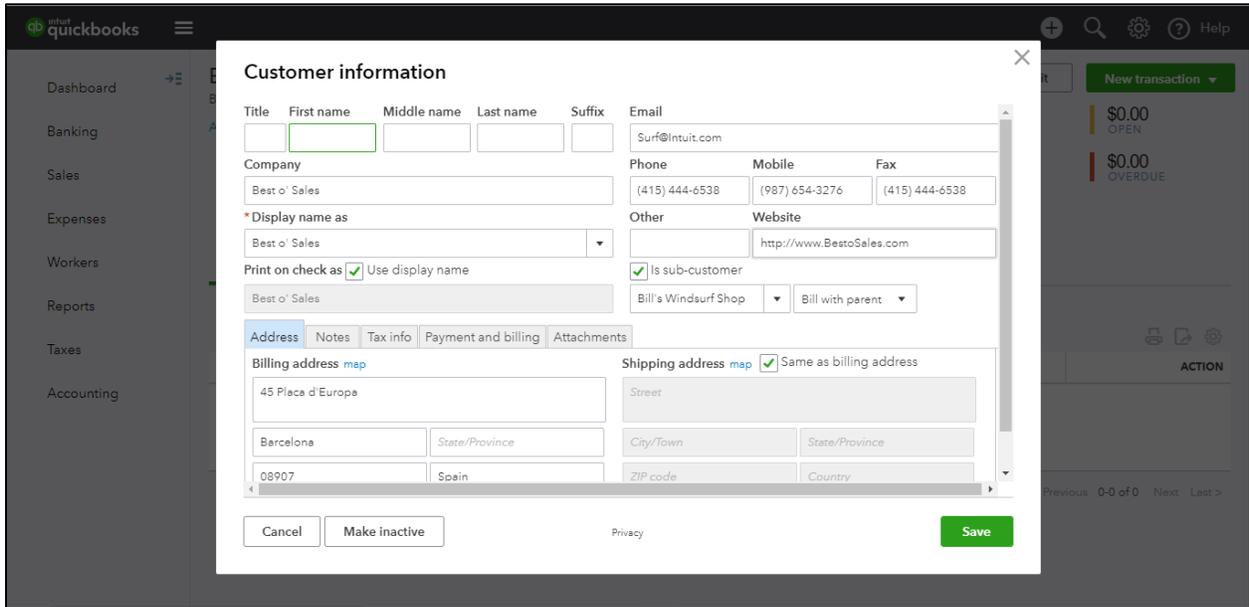
| ACCOUNT INFORMATION                        | Primary Contact          |
|--|--------------------------|
| Account Name: Bill's Windsurf Shop         | Bill Lucchini            |
| Phone: (415) 444-6538                      | Email: Surf@Intuit.com   |
| Fax: (415) 444-6538                        | Business: (415) 444-6538 |
| Website: https://www.BillsWindsurfShop.com |                          |
| Parent Account: .....                      |                          |
| Ticker Symbol: .....                       |                          |
| Relationship Type: .....                   |                          |
| Product Price List: .....                  |                          |

Primary Contact: Bill Lucchini  
Email: Surf@Intuit.com  
Business: (415) 444-6538

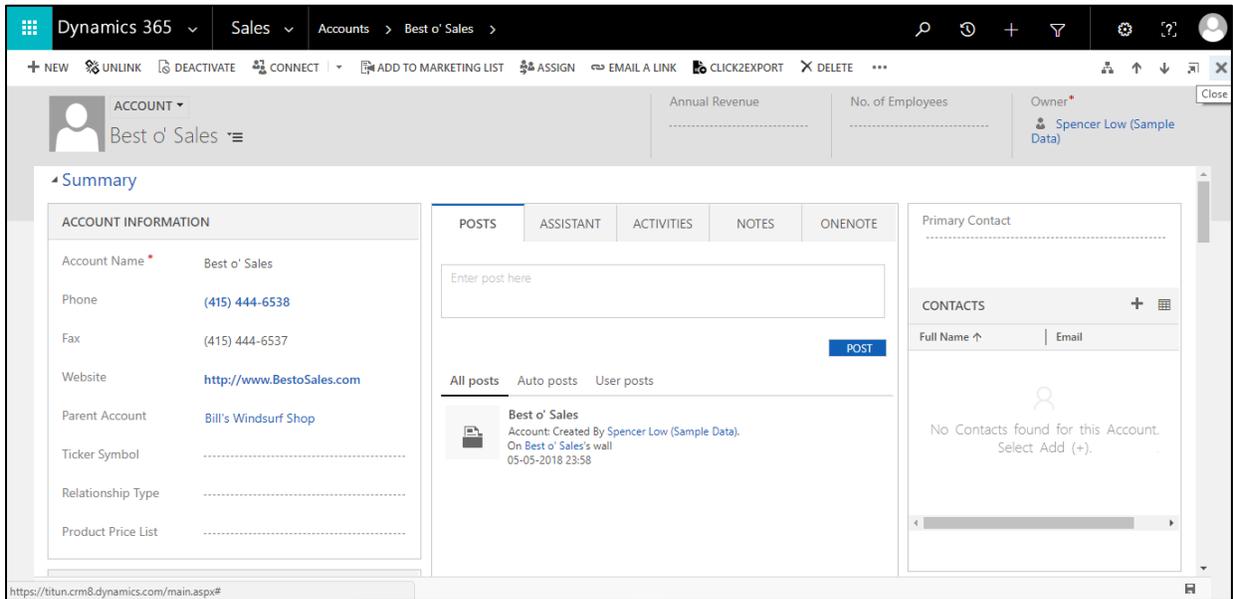
**Case 2** - Let's take an e.g. of a customer having a Company details and sub-customer consisting in the record.

This customer is saved as an Account with the same details as that of the Company and Parent Account field is populated with the details same as that of the sub-customer.

QuickBooks side the customer with Company and sub-customer looks like:



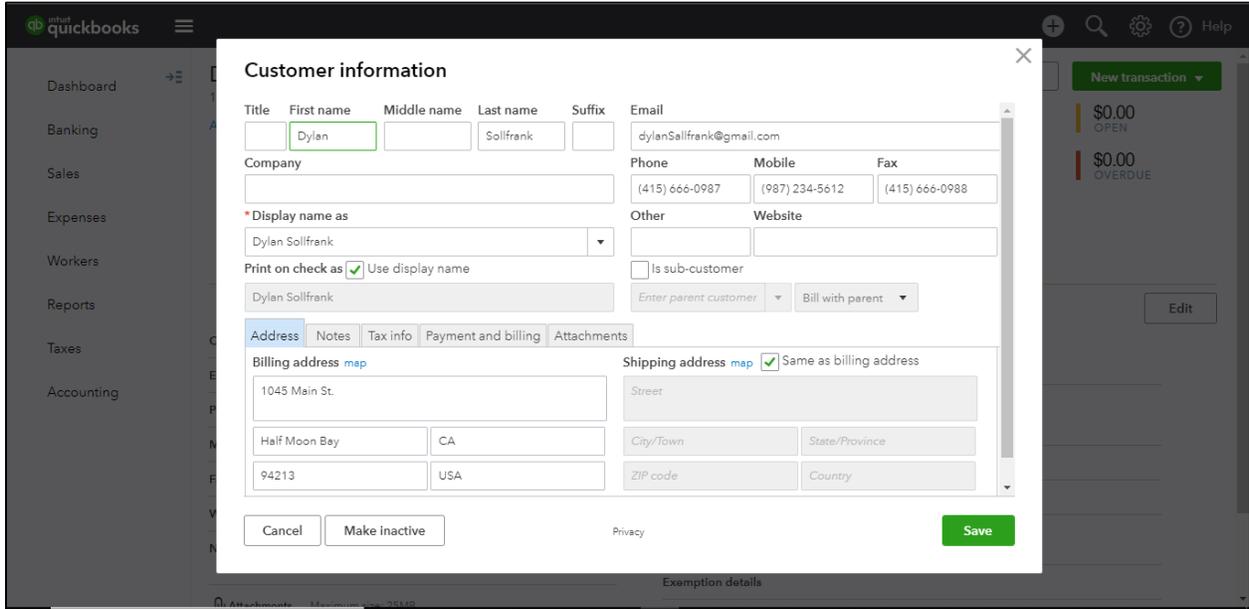
Dynamics CRM side after syncing the Account along with Parent Account will look like:



**Case 3** - Let's take an e.g. of a customer having a first and last name details consisting in the record.

The customer is saved as the contact in Dynamics CRM with the same details as that of the first and last name.

QuickBooks side the customer with First and Last name looks like:

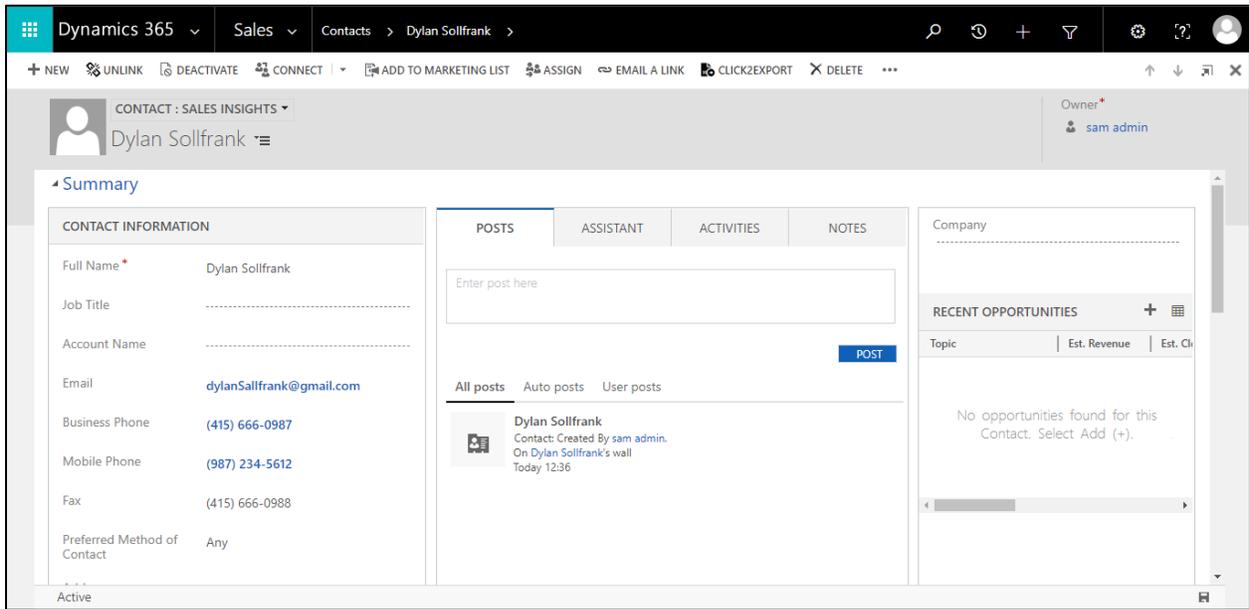


The screenshot shows the QuickBooks interface with a 'Customer information' modal window open. The form contains the following fields and values:

| Title | First name | Middle name | Last name | Suffix | Email                    |
|-------|------------|-------------|-----------|--------|--------------------------|
|       | Dylan      |             | Sollfrank |        | dylanSollfrank@gmail.com |

Additional fields include Company, Phone (415) 666-0987, Mobile (987) 234-5612, Fax (415) 666-0988, and a 'Display name as' dropdown set to 'Dylan Sollfrank'. There are also tabs for Address, Notes, Tax info, Payment and billing, and Attachments. The 'Billing address' is 1045 Main St., Half Moon Bay, CA 94213, USA. The 'Shipping address' is the same as the billing address. Buttons for 'Cancel', 'Make inactive', and 'Save' are visible at the bottom.

Dynamics CRM side after syncing the contact looks like:



The screenshot shows the Dynamics CRM interface for a contact named 'Dylan Sollfrank'. The 'Summary' view is active, displaying the following contact information:

| Field                       | Value                    |
|-----------------------------|--------------------------|
| Full Name                   | Dylan Sollfrank          |
| Job Title                   |                          |
| Account Name                |                          |
| Email                       | dylanSollfrank@gmail.com |
| Business Phone              | (415) 666-0987           |
| Mobile Phone                | (987) 234-5612           |
| Fax                         | (415) 666-0988           |
| Preferred Method of Contact | Any                      |

The 'POSTS' tab is selected, showing a recent post: 'Dylan Sollfrank Contact: Created By sam admin. On Dylan Sollfrank's wall Today 12:36'. The right-hand pane shows 'RECENT OPPORTUNITIES' with a message: 'No opportunities found for this Contact. Select Add (+)'. The user 'sam admin' is listed as the owner.

2. **Product:** Using this option user can enable the feature to move and sync the data of **Products** from QuickBooks to Dynamics 365. After clicking on Product you will get the below-displayed window.

### Product

Sync **InoLink Sandbox Company\_US\_1** Products with CRM Products.

|                          |                      |   |
|--------------------------|----------------------|---|
| Name Matching Criteria * | <input type="text"/> | ▼ |
| Deadlock Win *           | CRM                  | ▼ |
| Unit Group *             | <input type="text"/> | ▼ |
| Units *                  | <input type="text"/> | ▼ |
| Base Price List *        | <input type="text"/> | ▼ |
| Decimal Supported *      | <input type="text"/> |   |

**Product feature Setting For US QuickBooks Company:**

### Product

Sync **InoLink Sandbox Company\_AU** Products with CRM Products.

|                          |                |
|--------------------------|----------------|
| Name Matching Criteria * | Exact ▼        |
| Deadlock Win *           | CRM ▼          |
| Unit Group *             | Default Unit ▼ |
| Units *                  | Primary Unit ▼ |
| Base Price List *        | UK ▼           |
| Decimal Supported *      | 2              |
| Last Modified From       | 01/01/2000     |

Save
Close

**Note:** User should select the **Base Price List** based on the **Country of QuickBooks Company**.

Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.

**Name matching criteria:** You have two options here

**Exact** – It will look for an exact name match.

**Pattern** – It will perform a pattern match to cover for any typos in data entry in the two systems.

**Deadlock Win:** You have two options here i.e. **CRM** or **QuickBooks**

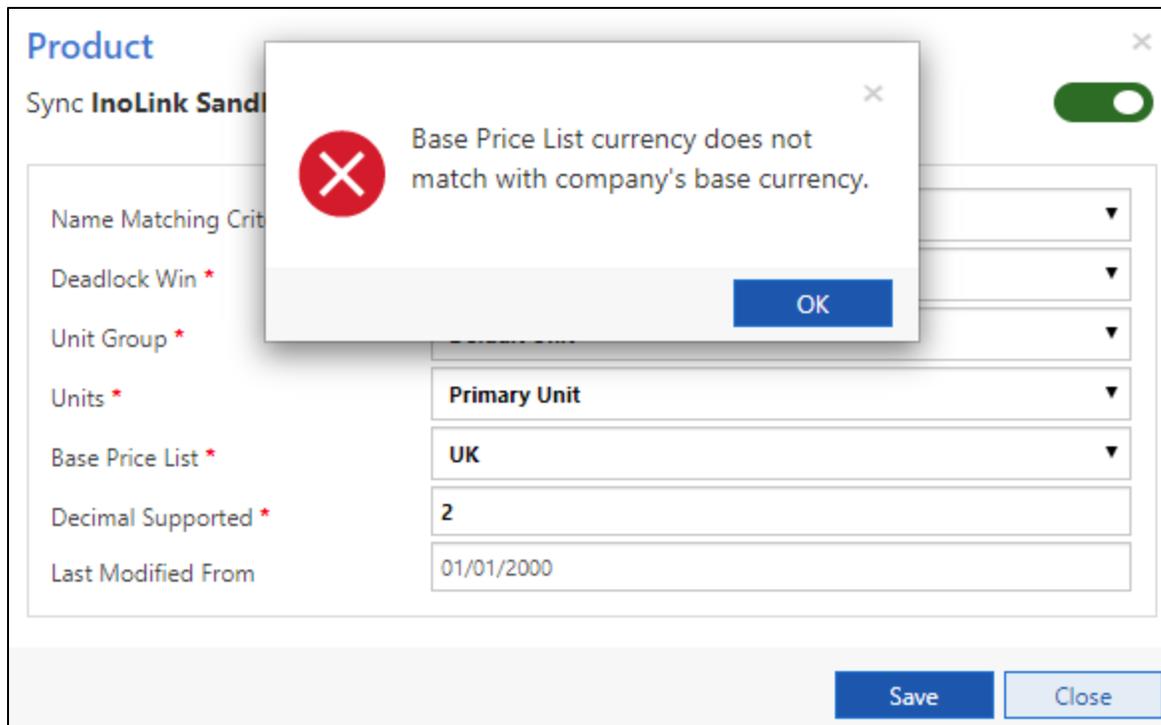
If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

**Unit Group & Unit:** Products in Dynamics 365/CRM need to have the Unit Group and Unit specified. Provide the default Unit Group and Unit to be set for new products created in Dynamics 365/CRM from QuickBooks.

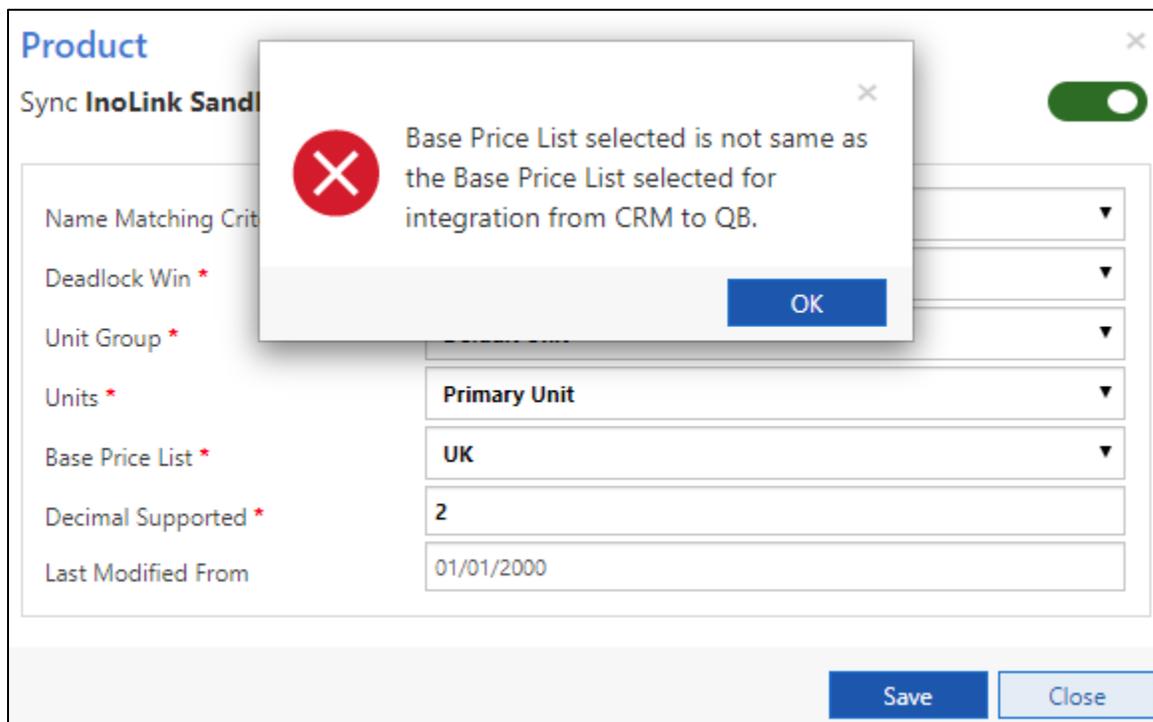
**Base Price List:** Products in Dynamics 365/CRM need to have a Default Price List provided. This default value will be used for Products created from QuickBooks. Price List Items for the Products would be created for this Price List.

**Note:**

1. While selecting the Base Price List user needs to verify if the currency of the price list to be matched with the country of QuickBooks.



2. User needs to select same price list that is defined as a Base Price List in Product feature for Dynamics CRM to QuickBooks or else user will get the below error message.



3. If you are already using Price List in Dynamics 365/CRM, specify the Price List you have created to store the product prices.

**Decimal Supported:** The Default value to be set for the Decimal supported attribute of the Product in Dynamics 365/CRM.

**Last Modified From:** Only those Product records would sync from QuickBooks to CRM which were created or modified after the specified date.

After clicking on **Save** button you will get below success message.

The screenshot shows a 'Product' configuration window. A modal dialog box is centered on the screen, displaying a green checkmark icon and the text 'Feature has been saved successfully.' with an 'OK' button. The background form is partially obscured but shows the following fields: 'Name Matching Crit', 'Deadlock Win \*', 'Unit Group \*', 'Units \*', 'Base Price List \*', 'Decimal Supported \*' (with a value of '2'), and 'Last Modified From' (with a value of '01/01/2000'). A 'Save' button is located at the bottom right of the form.

3. **Transaction History:** Using this option user can enable the feature to create and update the details from QuickBooks histories within the Dynamics 365. After clicking on **Transaction History** you will get the below displayed window.

### Transaction History ✕

Sync InoLink Sandbox Company\_US\_1 Transaction Histories with CRM

**What type of transaction histories would like to sync?**

Credit Memo

Received Payments

Sales Receipt

Estimate

Invoice

**Which transaction histories would like to sync?**

Last Modified From

**InoLink** brings in all of the transaction types from QuickBooks like Credit Memos Estimates, Received Payments, Sales Receipt, Estimate, Invoices, etc. to Dynamics 365/CRM. These are visible on each of the Dynamics 365/CRM account and contact record as shown below.

ACCOUNT

A. Datum Corporation (sample) ☰

#### Transaction History

| Transaction T... | Ref Number | Date ↓    | Open Balance | Amount   |
|------------------|------------|-----------|--------------|----------|
| INVOICE          |            | 1/31/2017 | \$0.00       | \$750.00 |
| QUOTE            |            | 1/31/2017 | \$0.00       | \$750.00 |
| INVOICE          | 1004       | 1/30/2017 | \$0.00       | \$330.50 |
| CREDIT MEMO      | 1005       | 1/30/2017 | \$0.00       | \$82.88  |

This is the same view as can be seen on the Customer Card in QuickBooks.

| DATE        | TYPE        | NO.  | DUE DATE   | BALANCE | TOTAL     | STATUS  | ACTION |
|-------------|-------------|------|------------|---------|-----------|---------|--------|
| 01/31/20... | Estimate    |      | 01/31/2017 | \$0.00  | \$750.00  | Pending | Print  |
| 01/31/20... | Invoice     |      | 03/02/2017 | \$0.00  | \$750.00  | Paid    | Print  |
| 01/30/20... | Invoice     | 1004 | 03/01/2017 | \$0.00  | \$330.50  | Paid    | Print  |
| 01/30/20... | Credit Memo | 1005 | 01/30/2017 | \$0.00  | \$-92.88  | Closed  | Print  |
| 01/30/20... | Payment     |      | 01/30/2017 | \$0.00  | \$-997.62 | Closed  |        |

**Note:** All of the transactions are imported and stored within the Dynamics 365/CRM database. This allows you to implement Field Level Security to handle access to Accounting Details by only authorized Dynamics 365/CRM users.

After the user has enabled the features he/she needs to start the services in order to start the QuickBooks to Dynamics CRM or Dynamics CRM to QuickBooks bulk data synchronization.

4. **Service Scheduling:** Using this option user can enable the feature to start the services for QuickBooks to CRM Data Synchronization. After clicking on **Service Scheduling** you will get the below displayed window.

### Service Scheduling ✕

**InoLink QuickBooks to CRM High Priority Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time  End Time

Poll Interval (in minutes)

**InoLink QuickBooks to CRM Low Priority Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Poll Interval (in hours)

**InoLink CRM to QuickBooks Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time  End Time

Poll Interval (in minutes)

After clicking on Save button user will get the below message where user needs to contact us i.e. **Inogic** to start the QuickBooks to Dynamics CRM services. The services will be started within **24 hours** after the request is been placed.

**Service Scheduling**

**InoLink QuickBooks to CRM High Priority Service** ⓘ

Days \*  Sat  Sun

Time 17:00 ▾

Poll Interval (in hours)

**InoLink QuickBooks to CRM Low Priority Service** ⓘ

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Poll Interval (in hours) 24 ▾

**InoLink CRM to QuickBooks Service** ⓘ

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time 00:00 ▾ End Time 24:00 ▾

Poll Interval (in minutes) 30

**X** InoLink sync services has not been provisioned yet. Kindly contact Inogic (crm@inogic.com)

In case the user tries to start the services and save them while we processing user's provision request then he/she will get the below error message.

**Service Scheduling**

**InoLink QuickBooks to CRM High Priority Service**

Days \*  Sat  Sun

Time

Poll Interval (in hours)

✕ Request to provision InoLink services is under processing. We will inform you once provision has been provided.

OK

**InoLink QuickBooks to CRM Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Poll Interval (in hours)

**InoLink CRM to QuickBooks Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time  End Time

Poll Interval (in minutes)

Save Close

Inogic will then enable the QuickBooks to Dynamics CRM services and Dynamics CRM to QuickBooks bulk data synchronization service and send the email to intimate the user. User then needs to start the services by navigating back to Service Scheduling.

### Service Scheduling ✕

**InoLink QuickBooks to CRM High Priority Service**

Days \*  Sat  Sun

Time  ▼

Poll Interval (in hours)

**InoLink QuickBooks to CRM Low Priority Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Poll Interval (in hours)

**InoLink CRM to QuickBooks Service**

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time  ▼ End Time  ▼

Poll Interval (in minutes)

✓

Data has been saved successfully.

✕

1. **InoLink High Priority Service:** This service is used to move Customers, Products, transaction history, Current balance, Total balance, from QuickBooks to Dynamics 365/CRM. User needs to follow the below steps to setup the service:
  - a. **Toggle:** Click on the toggle button to switch on/off the service.
  - b. **Days:** Indicates on which days your service will run. The service will trigger only on the selected days.
  - c. **Time:** Indicates the time when your service will run. The service will trigger from the specified time. If you want your service to run in your business hours i.e. 8 AM to 5 PM, then select the Start Time, and End Time accordingly and the service will trigger in your business hours only.

- d. **Poll Interval (In minutes):** Indicates the triggering interval of the service in the specified time. Meaning; if the poll interval has been set as 30 minutes, then your service will run trigger after every 30 minutes, starting from 8 AM, till 5 PM.

The screenshot shows the configuration for the 'InoLink QuickBooks to CRM High Priority Service'. At the top right, there is a green toggle switch that is turned on. Below the title, there are three sections: 'Days \*' with checkboxes for Mon, Tue, Wed, Thurs, Fri, Sat, and Sun, all of which are checked; 'Time' with 'Start Time' set to 08:00 and 'End Time' set to 17:00; and 'Poll Interval (in minutes)' with a text input field containing the number 30.

This service is scheduled to run at an interval of **30 minutes** between 8AM to 5PM on Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. You can modify the days, time, and interval to your choice. We recommend the users to set the minimum time of **15 minutes**.

- 2. **InoLink Low Priority Service:** This service will move data like Aging details (30, 60, 90) from QuickBooks to Dynamics 365/CRM. User needs to follow the below steps to setup the service:
  - a. **Toggle:** Click on the toggle button to switch on/off the service.
  - b. **Days:** Indicates on which days your service will run. The service will trigger only on the selected days.
  - c. **Poll Interval (In hours):** Indicates the triggering interval of the service in the specified time. Here the poll interval is set in hours, and the options to choose are 6 hours, 12 hours, and 24 hours. If you select 6 hours, then your service will trigger after every 6 hours starting from midnight on the given day.

The screenshot shows the configuration for the 'InoLink QuickBooks to CRM Low Priority Service'. At the top right, there is a green toggle switch that is turned on. Below the title, there are two sections: 'Days \*' with checkboxes for Mon, Tue, Wed, Thurs, Fri, Sat, and Sun, where Mon through Sat are checked and Sun is unchecked; and 'Poll Interval (in hours)' with a dropdown menu currently showing 24.

This service is scheduled to run once a day on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Once again the interval, and days can be modified but we recommend having this set as a once a day update since it will read through all the synced customer and product records and update them all and is usually a long running and resource consuming process.

- 1. **InoLink CRM to QuickBooks Services:** This service will help the user to move the multiple records that are promoted in bulk from Dynamics CRM to QuickBooks or else it will remain in queued status if this service is disabled. user needs to do the following to setup the service:
  - a. **Toggle:** Click on the toggle button to switch on/off the service.

- b. **Days:** Indicates on which days your service will run. The service will trigger only on the selected days.
- c. **Poll Interval (In minutes):** Indicates the triggering interval of the service in the specified time. Meaning; if the poll interval has been set as 60 minutes, then your service will run trigger after every 60 minutes (1 hour), starting from 12 midnight, till 23:59 PM.

**InoLink CRM to QuickBooks Service**

**Days \***  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

**Time** Start Time  End Time

**Poll Interval (in minutes)**

This service is scheduled to run at an interval of **60 minutes** on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday from 12 AM to 23:59 PM. You can modify the days, time, and interval to your choice. We recommend the users to set the minimum time of **30 minutes**.

Before you start the services, ensure that all the Preferences have been set and the mappings have been completed for a successful transfer of data between systems.

**Currency Settings:** If you use Multi-Currency, ensure that you have created/enabled all the currencies used in both systems.

**Note:** During Sync, the program tries to match all fields using their text value so ensure that both systems use the same labels for Picklists and lookups.

**c. What would you like to do?**

**What would you like to do?**

 **Link Existing Customers**  
Link your existing CRM customers with Accounting Company customers

 **Link Existing Products**  
Link your existing CRM Products with Accounting Company Products

1. **Link Existing Customers:** With the help of this feature user can link the existing CRM customers with QuickBooks Company customer.

Link your existing CRM customers with Accounting Company customers

Look for:  Use Saved View:  Show:

Search Results:

| CRM Account | Accounting Company Customer |
|-------------|-----------------------------|
| BlueStar    | BlueStar                    |
| BlueStar 1  | BlueStar 1                  |
| Inogic      | Aaron Farley                |

« < 1 > »

You will use this option when you have already been using both CRM and QuickBooks and have records created and maintained in both the systems and now you would only like to link the records from both systems so that updates start moving between the systems.

The **Smart Match button** will try to auto-match the records based on the name of the both QuickBooks AND Dynamics CRM records.

Select the Account/Contact from the required Saved View along with the type of records from both systems to be linked.

There are three options available for further filtering of the records being displayed for linking.

**a. Show all records:**

By default, “Show all records” is selected. When it is selected it will fetch all the customers irrespective of whether they are already linked or not.

**b. Show linked records:**

When “Show linked records” is selected it will fetch all the customers those are already linked between the two systems.

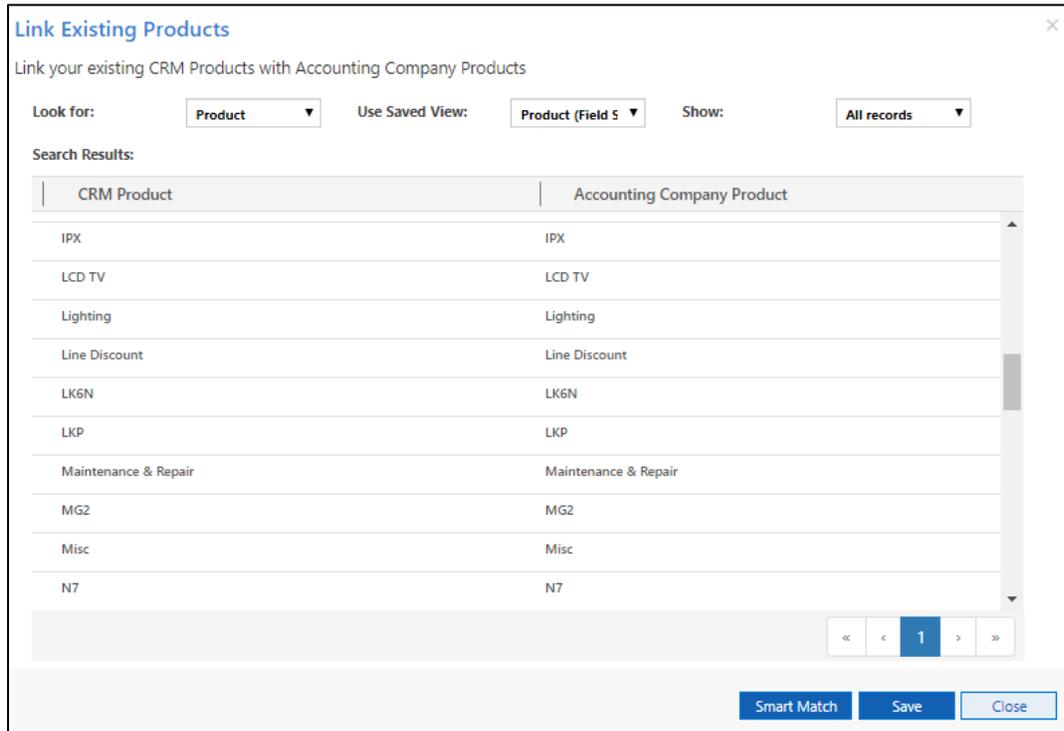
**c. Show unlinked records:**

When “Show unlinked records” is selected it will fetch all the record from Dynamics 365/CRM which are not linked.

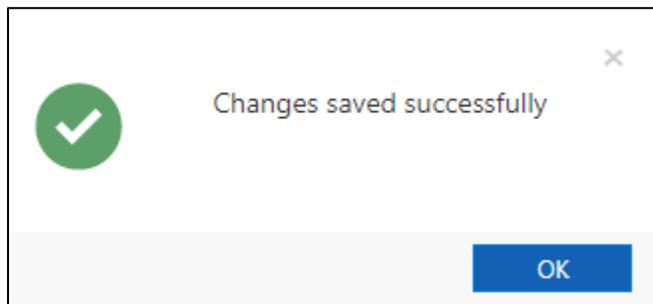
**Note:** For better performance, use the Show unlinked records option for filtering the records.

**2. Link Existing Products:** With the help of this feature user can link the existing CRM products with Accounting Company products.

Select the Product from the required Saved View along with the type of records from both systems to be linked.



After clicking on **Smart Match** and **Save** button user will get below displayed message.



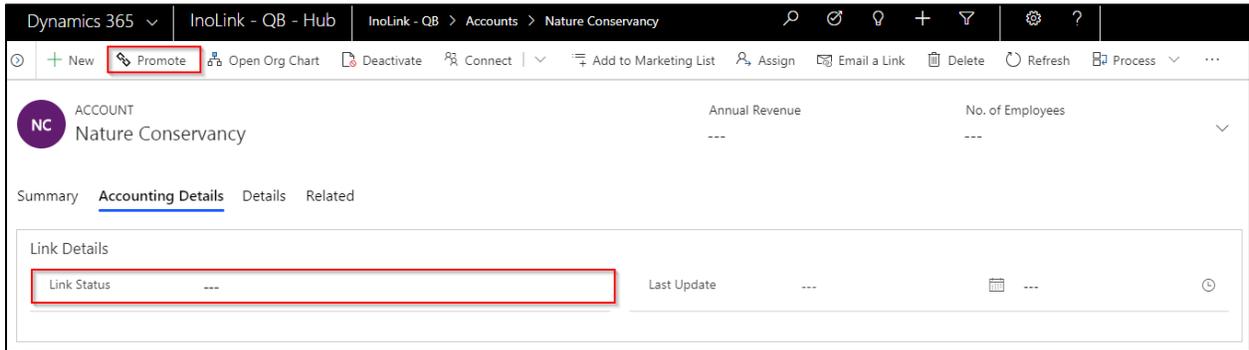
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## How to sync Dynamics 365 Data to QuickBooks: (Accounts, Contacts, Products, Quotes and Invoices)

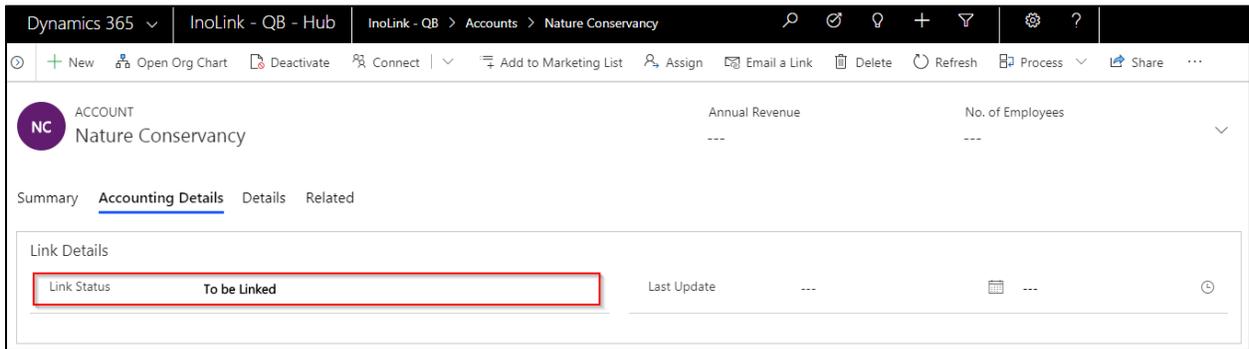
---

To sync Dynamics 365/CRM records to QuickBooks, you can follow the steps below.

Open record you want to sync with QuickBooks. For example, open Account from Dynamics 365/CRM. You will find the “Promote” button in the ribbon bar as shown below;

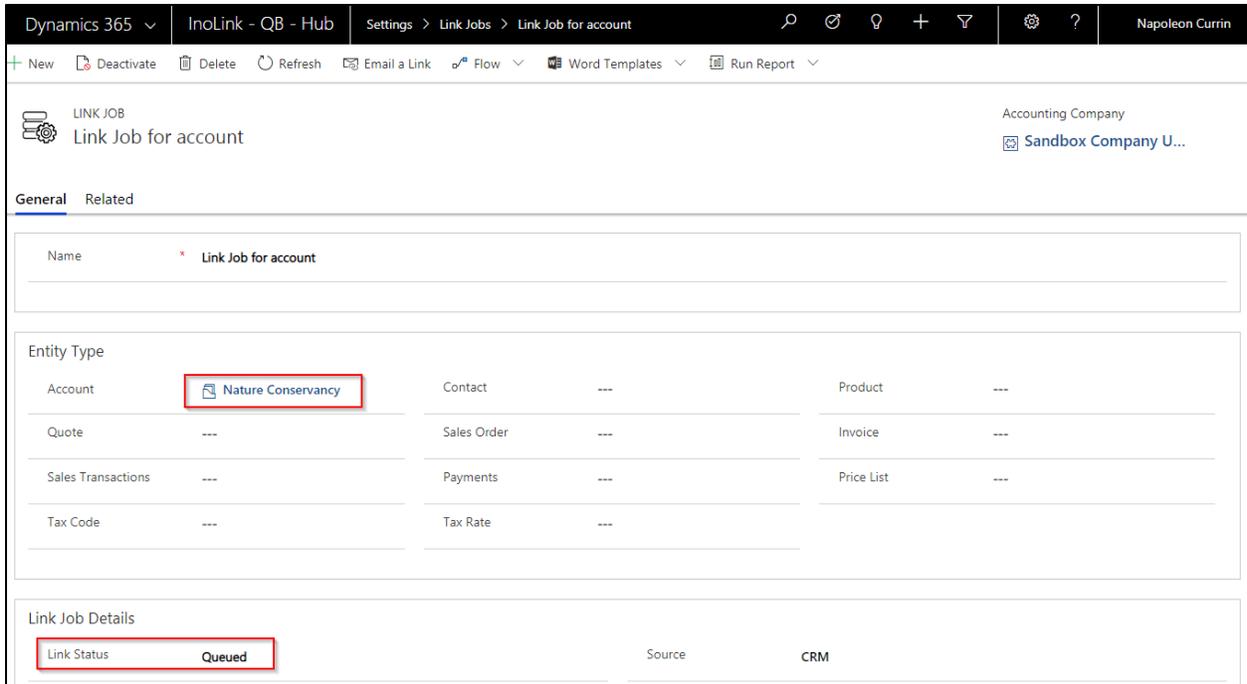


Once you click on this button, the Link Status will be updated to “To be Linked” as shown in the below screenshot;



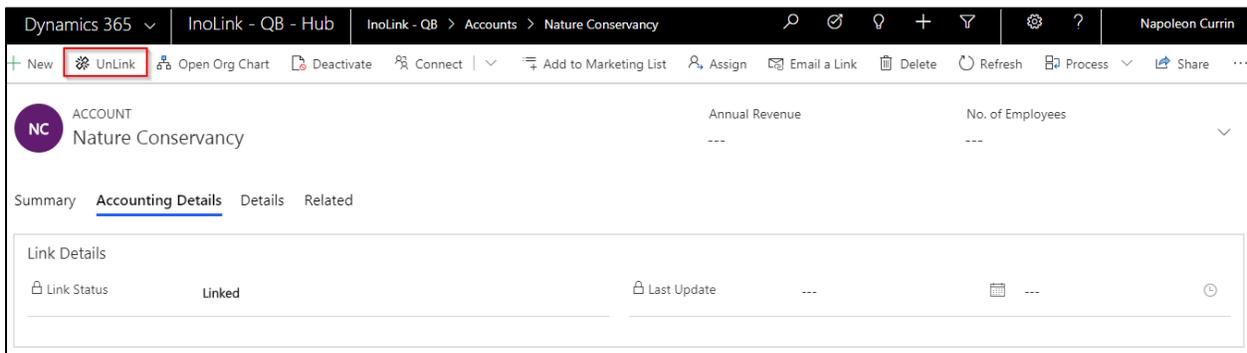
In the background this will initiate a Link Job to be processed by the service to move the update from CRM to QuickBooks.

A link Job for this account with Link status set as “Queued” as shown in the below image will be created.

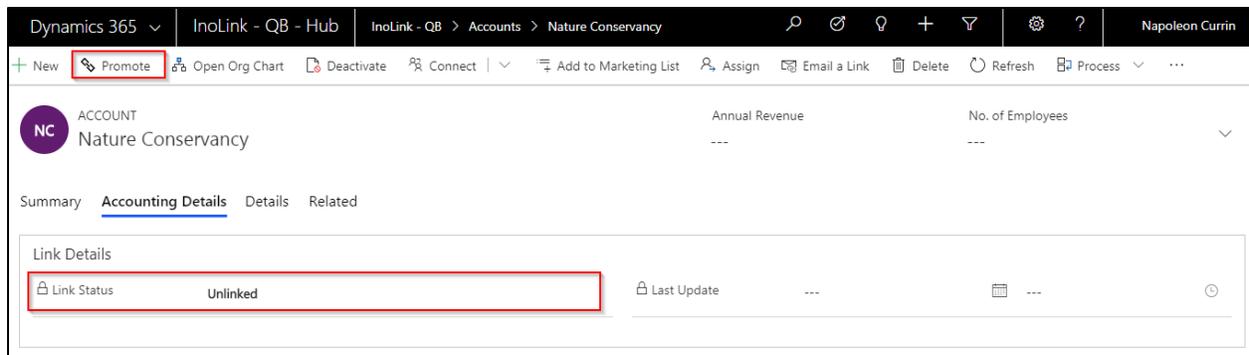


Similarly, you can schedule jobs for Dynamics 365/CRM to QuickBooks update for Contact, Product, Quote and Invoice.

To unlink a record so that updates are not taken over from one system to the other, you need to click on the UnLink button in the ribbon bar.



Clicking on this button will change the Link Status on the record to Unlinked as shown in the below image.



This button is only available on records that are already integrated with QuickBooks.

Ensure the feature is enabled using the InoLink Settings Tool. Go to **InoLink Settings** and check for the required feature in Dynamics CRM to QuickBooks synchronization.

If the job was successfully processed the Link Job status is updated to **Success**. If there was an error in processing the job request, it would be updated to **Error** and the error description would be available in the **Error Description** field on the Link Job.

When Link job is processed successfully, the Account Link status is updated to “**Linked**”. In case of an error it is set to “Error”.

---

## Field Mappings

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Account Mappings:

| CRM Attribute Name | QB Attribute Name | Description   |
|--------------------|-------------------|---|
| Account Name       | Company Name      | <b>Note:</b> when you sync from CRM to QB, Account name gets mapped to Company name and Customer name is set as Company name.<br><br>Also when you sync from QB to CRM check if Customer contains Company name then sync that customer as Account in CRM. |
| Account Number     | Account No.       | Account Number of CRM gets mapped to Account No. in QB and vice versa.  |
| Main Phone         | Main Phone        | Main Phone of CRM gets mapped to Main Phone in QB and vice versa.   |
| Other Phone        | Alt. Phone        | Other Phone of CRM gets mapped to Alt. Phone in QB and vice versa.  |
| Payment Terms      | Payment Terms     | Payment Terms of CRM gets mapped to Payment Terms in QB and vice versa.   |

|                 |                                  |  |
|-----------------|----------------------------------|--|
|                 |                                  | <b>Note:</b> Consider in both systems payment terms are specified with same names.   |
| Price List      | Price Level                      | Price List of CRM Account gets mapped with Price Level in QB customer and vice versa.<br><b>Note:</b> Price Lists/Price Levels should have the same names in both systems.<br>This is not available for sync in QuickBooks Online.   |
| Owner           | Rep                              | <b>Note:</b> here we check who is the owner of account and then check what is the Sales Rep Id specified for that owner and then map that Sales Rep Id to QB Customer Rep and vice versa.<br>This is not available for sync in QuickBooks Online.  |
| Fax             | Fax                              | Fax of CRM Account gets mapped with Fax in QB customer and vice versa.   |
| Email           | Main Email                       | Email of CRM Account gets mapped with Main Email in QB customer and vice versa.<br>If the Account has a primary contact, the email address from the contact will be picked up.   |
| Credit Limit    | Credit Limit                     | Credit Limit of CRM Account gets mapped with Credit Limit in QB customer and vice versa.   |
| Currency        | Currency                         | Currency of CRM Account gets mapped with Currency in QB customer and vice versa.<br><b>Note:</b> both CRM and QuickBooks system must have same currency names.   |
| Primary Contact | Contact                          | Primary Contact of CRM gets mapped to Contact in QB as follows.<br>Primary Contact ↔ Contact<br>Salutation ↔ Full Name (Salutation)<br>First Name ↔ Full Name (First Name)<br>Middle Name ↔ Full Name (Middle )Initials(only Middle Initials must specify)<br>Last Name ↔ Last Name  |
| Category        | Customer Type                    | Category of CRM Account gets mapped with Customer Type in QB customer and vice versa.<br><b>Note:</b> both CRM and QuickBooks system must have same Category and Customer type.  |
| Address section | Address Details /Invoice Bill To | <b>Note:</b> CRM addresses Lines are get mapped to QB Address details as follows.<br><b>CRM address ↔ QB address</b><br>Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3 ↔Address City<br>City ↔ City<br>State/Province ↔ State/Province<br>Zip/Postal Code ↔ Zip/Postal Code<br>Country/Region ↔ Country/Region |

## Contact Mappings:

**Note:** - Contact only gets synced when it does not have any Parent Customer specified.

| CRM Attribute Name | QB Attribute Name                | Description   |
|--------------------|----------------------------------|---|
| Salutation         | Full Name(Salutation)            | Salutation from CRM contact gets mapped to FullName salutation in QB  |
| First Name         | Full Name(First Name)            | First Name from CRM contact gets mapped to FullName First Name in QB  |
| Middle Name        | Full Name(M.I.)                  | Middle Name(initial only) from CRM contact gets mapped to FullName M.I. in QB   |
| Last Name          | Full Name(Last Name)             | Last Name from CRM contact gets mapped to FullName Last Name in QB  |
| Fax                | Fax                              | Fax of CRM Contact gets mapped with Fax in QB customer and vice versa.  |
| Email              | Main Email                       | Email of CRM Contact gets mapped with Main Email in QB customer and vice versa.   |
| Business Phone     | Main Phone                       | Main Phone of CRM gets mapped to Main Phone in QB and vice versa.   |
| Home Phone         | Alt. Phone                       | Other Phone of CRM gets mapped to Alt. Phone in QB and vice versa.  |
| Payment Terms      | Payment Terms                    | Payment Terms of CRM gets mapped to Payment Terms in QB and vice versa.<br><b>Note:</b> Payment terms should have the same names in both systems.   |
| Owner              | Rep                              | <b>Note:</b> here we check who is the owner of the contact and then check what is the Sales Rep Id specified for that owner and then map that Sales Rep Id to QB Customer Rep and vice versa.<br>This is not available for sync in QuickBooks Online. |
| Credit Limit       | Credit Limit                     | Credit Limit of CRM Contact gets mapped with Credit Limit in QB customer and vice versa.  |
| Currency           | Currency                         | Currency of CRM Contact gets mapped with Currency in QB customer and vice versa.<br><b>Note:</b> both CRM and QuickBooks systems must have same currency names.   |
| Price List         | Price Level                      | Price List of CRM Account gets mapped with Price Level in QB customer and vice versa.<br><b>Note:</b> both systems must have same Price Lists/Price Levels names.<br>This is not available for sync in QuickBooks Online.                             |
| Address section    | Address Details /Invoice Bill To | <b>Note:</b> CRM addresses Lines gets mapped to QB Address details as follows.<br><b>CRM address</b> ↔ <b>QB address</b><br>Address Name+Address 1:Primary Contact<br>Name+Street 1+Street 2+Street 3 ↔Address<br>City ↔ City                         |

|  |  |   |
|--|--|---|
|  |  | State/Province ↔ State/Province<br>Zip/Postal Code ↔ Zip/Postal Code<br>Country/Region ↔ Country/Region |
|--|--|---|

Product Mappings:

| CRM Attribute Name | QB Attribute Name   | Description   |
|--------------------|---|---|
| ID                 | Item Name/Number  | <b>Note:</b> When we sync product from CRM to QB, ID gets mapped to Item Name/Number and when product sync from QB to CRM its Item Name/Number gets mapped to ID and Fullname gets mapped to Name.  |
| Current Cost       | COST  | Current cost of CRM gets mapped to QuickBooks Cost in Purchase Information section and vice versa.  |
| Description        | Description on Purchase Transaction OR Description on Sales Transaction | <b>Note:</b> when Description is moved from CRM to QB it will get synced to Description on Sales Transaction. But for QB to CRM we check if sales description exists, if yes then we map that sales description to description and if sale description not exist in QB, then we check for purchase description if that exist we will map that to description of CRM |
| List Price         | Sales Price   | List Price of CRM gets mapped to QuickBooks Sales Price in Sales Information section and vice versa.  |
| Product Type       | Type  | <b>Note :</b> we have define mappings for product type as follows<br>CRM ↔ QuickBooks<br>Services ↔ Service<br>Sales Inventory ↔ Inventory Part<br>Non Inventory ↔ Non-Inventory Part<br>Flat Fees ↔ Other Charge   |
| Quantity on Hand   | On Hand (In case of Inventory product)                                  | Quantity on hand get mapped only for (sales Inventory part)   |
| Reorder Point      | Reorder Point (In case of Inventory product)                            | Reorder Point get mapped only for (sales Inventory part)  |
| Default Unit       | Unit of Measure (Unit from Unit Group)                                  | If QB supports Unit of measure then it get sync from CRM to QB<br>Note: for QB to CRM if QB does not support UOM or you have not defined UOM for QB Items then it will read the defaults from preference as shown below.  |

|                    |                            |   |
|--------------------|----------------------------|---|
|                    |                            | <p><b>Product</b></p> <p>Sync <b>Sandbox Company</b>      Products with CRM Products.</p> <hr/> <p>Name Matching Criteria *      <b>Exact</b></p> <p>Deadlock Win *      <b>CRM</b></p> <p><b>Unit Group *</b>      <b>Default Unit</b></p> <p><b>Units *</b>      <b>Primary Unit</b></p> <p>Base Price List *      <b>UK Price List</b></p> <p>Decimal Supported *      <b>2</b></p>  |
| Unit Group         | Unit of Measure            | Same as above   |
| Vendor             | Preferred Vendor           | Vendor gets mapped to Preferred Vendor and vice versa.<br>Note: Preferred vendor list from QB must have name exist in that list when it will get sync from CRM to QB.   |
| Vendor part number | Manufacturer's Part Number | Vendor part number gets mapped to Manufacturer's Part Number and vice versa.  |
| Default Price List | NA                         | <p>When is synced from QB to CRM it is necessary to set Default pricelist. This will read the default value from product preferences as shown below.</p> <p><b>Product</b></p> <p>Sync <b>Sandbox Company</b>      Products with CRM Products.</p> <hr/> <p>Name Matching Criteria *      <b>Exact</b></p> <p>Deadlock Win *      <b>CRM</b></p> <p>Unit Group *      <b>Default Unit</b></p> <p>Units *      <b>Primary Unit</b></p> <p><b>Base Price List *</b>      <b>UK Price List</b></p> <p>Decimal Supported *      <b>2</b></p>      |
| Decimal Supported  | NA                         | <p>When product is synced from QB to CRM it is necessary to set Decimal supported it will read the default from the preference of product as shown below.</p> <p><b>Product</b></p> <p>Sync <b>Sandbox Company</b>      Products with CRM Products.</p> <hr/> <p>Name Matching Criteria *      <b>Exact</b></p> <p>Deadlock Win *      <b>CRM</b></p> <p>Unit Group *      <b>Default Unit</b></p> <p>Units *      <b>Primary Unit</b></p> <p>Base Price List *      <b>UK Price List</b></p> <p><b>Decimal Supported *</b>      <b>2</b></p> |

|                   |   |  |                 |                 |   |                  |                         |   |                   |                    |   |
|-------------------|---|--|-----------------|-----------------|---|------------------|-------------------------|---|-------------------|--------------------|---|
|                   |   | <p><b>Note:</b> When you sync Products from CRM to QuickBooks it is necessary to set <b>Asset Account</b>, <b>Income Account</b> and <b>COGS account</b>. The defaults are read from the Product preferences.</p>  |                 |                 |   |                  |                         |   |                   |                    |   |
| NA                | Asset Account(only for inventory part)  | <p>Select Inventory Accounts</p> <table border="1"> <tr> <td>Asset Account *</td> <td>Inventory Asset</td> <td>▼</td> </tr> <tr> <td>Income Account *</td> <td>Sales of Product Income</td> <td>▼</td> </tr> <tr> <td>Expense Account *</td> <td>Cost of Goods Sold</td> <td>▼</td> </tr> </table> | Asset Account * | Inventory Asset | ▼ | Income Account * | Sales of Product Income | ▼ | Expense Account * | Cost of Goods Sold | ▼ |
| Asset Account *   | Inventory Asset                         | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| Income Account *  | Sales of Product Income                 | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| Expense Account * | Cost of Goods Sold                      | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| NA                | Income Account (for all types of Items) | <p>Select Inventory Accounts</p> <table border="1"> <tr> <td>Asset Account *</td> <td>Inventory Asset</td> <td>▼</td> </tr> <tr> <td>Income Account *</td> <td>Sales of Product Income</td> <td>▼</td> </tr> <tr> <td>Expense Account *</td> <td>Cost of Goods Sold</td> <td>▼</td> </tr> </table> | Asset Account * | Inventory Asset | ▼ | Income Account * | Sales of Product Income | ▼ | Expense Account * | Cost of Goods Sold | ▼ |
| Asset Account *   | Inventory Asset                         | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| Income Account *  | Sales of Product Income                 | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| Expense Account * | Cost of Goods Sold                      | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| NA                | COGS Account (only for inventory part)  | <p>Select Inventory Accounts</p> <table border="1"> <tr> <td>Asset Account *</td> <td>Inventory Asset</td> <td>▼</td> </tr> <tr> <td>Income Account *</td> <td>Sales of Product Income</td> <td>▼</td> </tr> <tr> <td>Expense Account *</td> <td>Cost of Goods Sold</td> <td>▼</td> </tr> </table> | Asset Account * | Inventory Asset | ▼ | Income Account * | Sales of Product Income | ▼ | Expense Account * | Cost of Goods Sold | ▼ |
| Asset Account *   | Inventory Asset                         | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| Income Account *  | Sales of Product Income                 | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |
| Expense Account * | Cost of Goods Sold                      | ▼  |                 |                 |   |                  |                         |   |                   |                    |   |

---

## Sync Dynamics 365/CRM Quote/Order/Invoice to QuickBooks

---

InoLink allows Quotes, Order and Invoices to be promoted from Dynamics 365/CRM to QuickBooks once.

Once you are ready to move the transaction to QuickBooks, set the **Link status** to “**To be linked**” by using the Promote button available in the ribbon bar as shown below.

INVOICE Laptop

Total Amount: \$750.00

Status: Active

Summary Integration Details Related

Invoice ID: INV-01000-B6H0G0

Name: Laptop

Currency: US Dollar

Price List: US Price List

Prices Locked: No

PRODUCTS

Dell Inspiron Not Configured \$750.00

SALES INFORMATION

Opportunity: ---

Order: ---

Customer: Nature Conservancy

Description: ---

Summary Integration Details Related

Link Status: To be Linked

Accounting Ref: ---

This will create a Link Job with **“Queued”** status that will be processed by the enable feature of syncing the Invoice from Dynamics CRM to QuickBooks.

Once Invoice is successfully transferred to QuickBooks the Link job status is updated to **“Success”** and Invoice link status is changed to **“Linked”** as shown below.

InoLink - QB - Hub

InoLink - QB > Invoices > Laptop

INVOICE Laptop

Total Amount: \$750.00

Status: Active

Summary Integration Details Related

Link Status: Linked

Accounting Ref: 1072

In case of an error, the link job status is updated to **“Error”** and so is the Invoice record Link Status field.

In case of a successful transfer of transaction from Dynamics 365/CRM to QuickBooks, the QuickBooks document No. is copied to CRM for a quick reference to the associated QuickBooks record.

**Note:** Once a transaction has been successfully promoted to QuickBooks, it cannot be updated in Dynamics 365/CRM.

# Sync Dynamics 365/CRM Order as Invoice into QuickBooks

InoLink allows Order to be promoted from Dynamics 365/CRM to QuickBooks as an Invoice only once.

Once you are ready to move the transaction to QuickBooks, set the **Link status** to **“To be linked”** by using the Promote button available in the ribbon bar as shown below.

The screenshot shows the Dynamics 365 interface for an order named 'Speakers'. The ribbon bar at the top contains several buttons, with 'Promote' highlighted by a red box. The main area displays order details: Order ID 'ORD-01000-R5W5B8', Name 'Speakers', Currency 'US Dollar', Price List 'US Price List', and Prices Locked 'No'. A 'PRODUCTS' table lists 'JBL Flip 3' with a quantity of 2.00000 and an extended amount of \$350.00. The 'SALES INFORMATION' section shows 'Opportunity', 'Quote', and 'Potential Customer' 'Nature Conservancy'. The 'DETAILS' section shows a 'Detail Amount' of \$350.00 and a '(-) Discount (%)' of ---.

The screenshot shows the 'Integration' tab in the Dynamics 365 interface. The 'Link Status' field is highlighted with a red box and contains the text 'To be Linked'. The 'Accounting Ref' field is empty.

This will create a Link Job with **“Queued”** status that will be processed by the enable feature of syncing the Order from Dynamics CRM to QuickBooks.

Once Order is successfully transferred to QuickBooks the Link job status is updated to **“Success”** and Order link status is changed to **“Linked”** as shown below.

The screenshot shows the 'Integration' tab in the Dynamics 365 interface. The 'Link Status' field is highlighted with a red box and contains the text 'Linked'. The 'Accounting Ref' field now contains the value '1073'.

In case of an error, the link job status is updated to “Error” and so is the Order record Link Status field. In Link Job Details you will get the further details of cause for occurrence of error. In Error Description user will get these details.

| Link Job Details  |  |
|-------------------|--|
| Link Status       | <b>Error</b>   |
| Source            | <b>CRM</b>   |
| Submitted By      | [REDACTED]   |
| Submitted At      | 4/1/2019 3:58 PM   |
| Processed At      | 4/1/2019 3:58 PM   |
| Accounting ID     | ---  |
| Processed Counts  | 1  |
| Error Description | <b>Not all Line Items are linked for this Sales Order.</b> |

In case of a successful transfer of transaction from Dynamics 365/CRM to QuickBooks, the QuickBooks document No. is copied to CRM for a quick reference to the associated QuickBooks record as Accounting Ref.

**Note:** Once a transaction has been successfully promoted to QuickBooks, it cannot be updated in Dynamics 365/CRM.

QuickBooks side this Order from Dynamics CRM is synced as Invoice as shown below.

| Sales Transactions        |                                     |                              |                                    |                                   |          |          |         |                 |  |
|---------------------------|-------------------------------------|------------------------------|------------------------------------|-----------------------------------|----------|----------|---------|-----------------|--|
| Unbilled Last 365 Days    |                                     | Unpaid Last 365 Days         |                                    | Paid                              |          |          |         |                 |  |
| <b>\$25</b><br>1 ESTIMATE | <b>\$375</b><br>2 UNBILLED ACTIVITY | <b>\$8,512</b><br>24 OVERDUE | <b>\$9,020</b><br>27 OPEN INVOICES | <b>\$0</b><br>0 PAID LAST 30 DAYS |          |          |         |                 |  |
| Filter                    | Last 365 Days                       |                              |                                    |                                   |          |          |         |                 |  |
| Batch actions             |                                     |                              |                                    |                                   |          |          |         |                 |  |
| DATE                      | TYPE                                | NO.                          | CUSTOMER                           | DUE DATE                          | BALANCE  | TOTAL    | STATUS  | ACTION          |  |
| 12/28/2018                | Invoice                             | 1046                         | Inogic                             | 01/27/2019                        | \$508.64 | \$508.64 | Open    | Receive payment |  |
| 12/10/2018                | Estimate                            | 1003                         | Catr M                             | 12/10/2018                        | \$0.00   | \$25.00  | Pending | Create invoice  |  |
| 11/24/2018                | Invoice                             | 1045                         | Ernest L Apple                     | 12/24/2018                        | \$800.00 | \$800.00 | Overdue | Receive payment |  |

Invoice #1046

inogic   Send later [Go/Rec](#)

Billing address: inogic Terms: Invoice date: 12/28/2018 Due date: 01/27/2019 Crew #:

BALANCE DUE **\$508.64**

| # | PRODUCT/SERVICE  | DESCRIPTION    | QTY | RATE | AMOUNT (USD) | TAX |
|---|------------------|----------------|-----|------|--------------|-----|
| 1 | Write-in         | Servicing      | 1   | 10   | 10.00        | ✓   |
| 2 | Line Discount    |                | 1   | -2   | -2.00        |     |
| 3 | Subtotal: \$8.00 |                |     |      |              |     |
| 4 | NK6.1P           | Nokia 6.1 Plus | 1   | 500  | 500.00       |     |
| 5 |                  |                |     |      |              |     |

Subtotal 508.00

Message displayed on invoice: Ear Phones

Let QuickBooks calculate your sales tax California 8% Taxable subtotal 0.64

Cancel Print or Preview Make recurring Customize More Save **Save and send**

## Field Mappings

### Quote Mappings:

| CRM Attribute Name | QB Attribute Name | Description  |
|--------------------|-------------------|--|
| Customer           | Customer          | Customer gets mapped to Customer                     |
| Total Amount       | Total             | Gets calculated automatically                        |
| Freight Amount     | Shipping charges  | Freight amount gets mapped to Shipping charges       |
| Quote Discount     | Discount          | Invoice Discount gets mapped to Quote Discount field |
| Detail Amount      | Sub-total         |  |

|                               |   |   |
|-------------------------------|---|---|
| Accounting Ref                | Estimate #                                    | Estimate # number of QB estimate gets mapped to Accounting ref in CRM   |
| Customer Address              | Name/Address                                  | <b>Note:</b> CRM addresses of customers Lines are mapped to QB Address details as follows.<br><b>CRM address ↔ QB address</b><br>Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3<br>↔Address<br>City ↔ City<br>State/Province ↔ State/Province<br>Zip/Postal Code ↔ Zip/Postal Code<br>Country/Region ↔ Country/Region |
| Name                          | Memo  | Name gets mapped to memo  |
| Payment Terms                 | Terms   | Payment Terms gets mapped to Terms  |
| Owner                         | Rep   | <b>Note:</b> here we check who is the owner of Quote and then check what is Sales Rep Id specified for that owner and then map that Sales Rep Id to QB Customer Rep and vice versa.<br><b>Note:</b> This is not available in QuickBooks Online.   |
| Tax                           | Sales Tax                                     | <b>Sales Tax on the Quote is populated with the Tax amount specified in the quote. Sales Tax code/authority is picked up from the Customer on the Quote.</b>  |
| <b>Quote Product Mappings</b> |   |   |
| Existing Product              | Item  | CRM Product gets mapped to QB product   |
| Write-In Product              | Item(Write In from special product mappings)  | Write-In product gets mapped to item from special product mapping   |
| Unit                          | Unit of Measure                               | Unit gets mapped to UOM<br><b>Note:</b> This is not available in QuickBooks Online.   |
| Price Per unit                | Cost  | Price Per Unit gets mapped to Rate  |
| Quantity                      | QTY   | Quantity gets mapped to Ordered   |
| Amount                        | Total   | <b>Note :</b> amount gets calculated automatically in QB  |
| Manual Discount               | Item (Discount from special product mappings) | Manual Discount gets mapped to Discount from special product mappings   |

**Invoice Mappings:**

| CRM Attribute Name | QB Attribute Name | Description   |
|--------------------|-------------------|---|
| Customer           | Customer          | Customer gets mapped to Customer                          |
| Total Amount       | Total             | Gets calculated automatically                             |
| Freight Amount     | Shipping          | Freight from CRM is taken over as Shipping on the Invoice |
| Invoice Discount   | Discount          | Invoice Discount gets mapped to Discount                  |

|                                 |   |  |
|---------------------------------|---|--|
| Accounting Ref                  | Invoice #                                     | Invoice # of QB invoice gets mapped to Accounting Ref in CRM.  |
| Customer Address                | Name/Address                                  | <b>Note:</b> CRM addresses Lines are mapped to QB Address details as follows.<br><b>CRM address ↔ QB address</b><br>Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3<br>↔Address<br>City ↔ City<br>State/Province ↔ State/Province<br>Zip/Postal Code ↔ Zip/Postal Code<br>Country/Region ↔ Country/Region |
| Name                            | Memo  | Name gets mapped to memo   |
| Shipping Method                 | Ship Via                                      | Shipping method gets mapped to Ship Via  |
| Payment Terms                   | Terms   | Payment Terms gets mapped to Terms   |
| Owner                           | Rep   | <b>Note:</b> here we check who is the owner of Invoice and then check what is the Sales Rep Id specified for that owner and then map that Sales Rep Id to QB Customer Rep and vice versa.<br>Note: this feature is unavailable in QuickBooks Online.   |
| Requested Delivery Date         | Ship Date                                     | Requested Delivery Date gets mapped to Ship Date   |
| <b>Invoice Product Mappings</b> |   |  |
| Existing Product                | Item code                                     | CRM Product gets mapped to QB product  |
| Write-In Product                | Item(Write In from special product mappings)  | Write-In product gets mapped to item from special product mapping  |
| Unit                            | Unit of Measure                               | Unit gets mapped to UOM<br>Note: This feature is not supported in QuickBooks Online.   |
| Price Per unit                  | Price per each                                | Price Per Unit gets mapped to Price  |
| Quantity                        | Quantity                                      | Quantity gets mapped to Quantity   |
| Amount                          | Amount  | <b>Note :</b> amount gets calculated automatically in QB   |
| Manual Discount                 | Item (Discount from special product mappings) | Manual Discount gets mapped to Discount from special product mappings  |

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## How to sync QuickBooks Data to Dynamics 365/CRM

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You need to make sure the **InoLink High Priority** service set in Service Scheduling section within the QuickBooks to Dynamics CRM feature option.

### Service Scheduling ✕

**InoLink QuickBooks to CRM High Priority Service** 🔴

**Days \***  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

**Time** Start Time  End Time

**Poll Interval (in minutes)**

**InoLink QuickBooks to CRM Low Priority Service** 🔴

**Days \***  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

**Poll Interval (in hours)**

**InoLink CRM to QuickBooks Service** 🔴

**Days \***  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

**Time** Start Time  End Time

**Poll Interval (in minutes)**

This service is scheduled to poll at every 30 minutes interval from 8AM to 5PM. It would look for records modified since the last time it synced from QuickBooks to CRM and update such records in Dynamics 365/CRM.

You can modify the poll interval to an interval of your choice. However it is advised to keep the poll interval in comparison with the volume of transactions during the interval. It is advised to not reduce the interval to less than 30 minutes if there is moderate transaction sync between the systems.

Successful update would result in a new Link Job created in Dynamics 365/CRM with the “Success” status and the Source would be set to “**Accounting**” to denote a successful completion of the sync job triggered from QuickBooks. In case of an error, the status of the Link Job is set to “**Error**”.

| Active Link Jobs   |                          |            |            |                  |          |          |               |                   |  |
|--------------------|--------------------------|------------|------------|------------------|----------|----------|---------------|-------------------|--|
| Search for records |                          |            |            |                  |          |          |               |                   |  |
| ✓                  | Name                     | Link ... ↓ | Source↑    | Accounting ... ↑ | Sub... ↑ | Sub... ↑ | Proc... ↑     | Created ... ↑     |  |
|                    | Job for estimate         | Success    | Accounting | ---              | ---      | ---      | 3/25/2019 ... | 3/25/2019 2:26... |  |
|                    | Job for invoice          | Success    | Accounting | ---              | ---      | ---      | 3/25/2019 ... | 3/25/2019 2:26... |  |
|                    | Job for credit memo      | Success    | Accounting | ---              | ---      | ---      | 3/25/2019 ... | 3/25/2019 2:26... |  |
|                    | Job for receive payments | Success    | Accounting | ---              | ---      | ---      | 3/25/2019 ... | 3/25/2019 2:26... |  |
|                    | Job for invoice          | Success    | Accounting | ---              | ---      | ---      | 3/25/2019 ... | 3/25/2019 3:11... |  |
|                    | Job for account          | Success    | Accounting | ---              | ---      | ---      | 3/26/2019 ... | 3/26/2019 2:20... |  |
|                    | Job for contact          | Success    | Accounting | ---              | ---      | ---      | 3/26/2019 ... | 3/26/2019 2:20... |  |

## How to sync Aging details from QuickBooks to Dynamics 365/CRM

These details are synced by the **InoLink Low Priority** service set in Service Scheduling section within the QuickBooks to Dynamics CRM feature option.

This service is scheduled to poll at an interval of 24 hrs. It is advised to schedule this service to be executed once a day as a nightly job.

### Service Scheduling ✕

**InoLink QuickBooks to CRM High Priority Service** 🔴

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time  End Time

Poll Interval (in minutes)

**InoLink QuickBooks to CRM Low Priority Service** 🔴

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Poll Interval (in hours)

**InoLink CRM to QuickBooks Service** 🔴

Days \*  Mon  Tue  Wed  Thurs  Fri  Sat  Sun

Time Start Time  End Time

Poll Interval (in minutes)

To check Aging details you can refer fields on Account and contact entity in **Accounting details** section as shown below.

ACCOUNT : INFORMATION ▾

## Adventure Works (sample)

**Aging**

|                 |              |         |          |         |            |                       |             |
|-----------------|--------------|---------|----------|---------|------------|-----------------------|-------------|
| Current Balance | 🔒 \$1,885.00 |         |          |         |            | Last Transaction date | 🔒 1/13/2014 |
| <=30            | 🔒 \$120.00   | 31 - 60 | 🔒 \$0.00 | 61 - 90 | 🔒 \$428.40 | >90                   | 🔒 \$0.00    |

**Balance**

|               |              |           |              |                 |              |
|---------------|--------------|-----------|--------------|-----------------|--------------|
| Total Balance | 🔒 \$2,433.40 | YTD Sales | 🔒 \$2,870.00 | Till Date Sales | 🔒 \$4,330.00 |
|---------------|--------------|-----------|--------------|-----------------|--------------|

**Sales Tax Details**

|          |       |                |          |
|----------|-------|----------------|----------|
| Tax Code | 🔒 Tax | Sales Tax Item | 🔒 NS Tax |
|----------|-------|----------------|----------|

The details here are the same that is reported in QuickBooks using the "A/R Aging Summary" and "Sales by Customer Summary" Reports.

|                                  |                    |
|----------------------------------|--------------------|
| Info Media Inc                   |                    |
| <b>Sales by Customer Summary</b> |                    |
| All Transactions                 |                    |
|                                  | ◊ Jan 13, 14 ◊     |
| Adventure Works (sample) ▶       | 4,330.00 ◀         |
| TOTAL                            | <u>4,330.00</u>    |
|                                  |                    |
| Info Media Inc                   |                    |
| <b>Sales by Customer Summary</b> |                    |
| January 1 - 13, 2014             |                    |
|                                  | ◊ Jan 1 - 13, 14 ◊ |
| Adventure Works (sample) ▶       | 2,870.00 ◀         |
| TOTAL                            | <u>2,870.00</u>    |

|                          |                 |               |             |               |             |                 |
|--------------------------|-----------------|---------------|-------------|---------------|-------------|-----------------|
| Info Media Inc           |                 |               |             |               |             |                 |
| <b>A/R Aging Summary</b> |                 |               |             |               |             |                 |
| As of January 13, 2014   |                 |               |             |               |             |                 |
|                          | ◊ Current ◊     | 1 - 30        | 31 - 60     | 61 - 90       | ◊ > 90 ◊    | ◊ TOTAL ◊       |
| Adventure Works (sample) | 1,885.00        | 120.00        | 0.00        | 428.40        | 0.00        | 2,433.40        |
| TOTAL                    | <u>1,885.00</u> | <u>120.00</u> | <u>0.00</u> | <u>428.40</u> | <u>0.00</u> | <u>2,433.40</u> |

# How to sync Transaction History from QuickBooks to Dynamics 365/CRM

Transaction History is synced automatically by the **InoLink High Priority** service set in Service Scheduling section within the QuickBooks to Dynamics CRM feature option.

InoLink brings in all of the transaction types from QuickBooks like Estimates, Invoices, Sales Receipt, Payments, Credit Memos etc. to Dynamics 365/CRM. These are visible on each of the Dynamics 365/CRM account and contact record as shown below.

NC Nature Conservancy

Summary **Accounting Details** Details Related

Transaction History Refresh Run Report

| Transaction Type | Date      | Ref Number | Amount     | Open Balance |
|------------------|-----------|------------|------------|--------------|
| QUOTE            | 3/31/2019 | 1024       | \$3,780.00 | \$0.00       |
| INVOICE          | 3/31/2019 | 1091       | \$3,780.00 | \$1,620.00   |
| CREDIT MEMO      | 3/31/2019 | 1092       | \$2,160.00 | \$0.00       |
| RECEIVE PAYMENTS | 3/31/2019 | ---        | \$0.00     | \$0.00       |

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

1 - 4 of 4 (0 selected)

Last Sync Date 4/1/2019 6:28 AM

This is the same view as can be seen on the Customer Card in QuickBooks.

Aaron Farley   Edit New transaction ▾

Inogic   
 [Add notes](#)

£0.00 OPEN   
 £0.00 OVERDUE

Transaction List | Customer Details

Batch actions ▾ Filter ▾   

| <input type="checkbox"/> | DATE ▾     | TYPE          | NO.  | DUE DATE   | BALANCE | TOTAL BEFORE V. | VAT   | TOTAL    | STATUS | ACTION                  |
|--------------------------|------------|---------------|------|------------|---------|-----------------|-------|----------|--------|-------------------------|
| <input type="checkbox"/> | 20/12/2018 | Invoice       | 1015 | 19/01/2019 | £0.00   | £115.00         | £3.00 | £118.00  | Paid   | <a href="#">Print</a> ▾ |
| <input type="checkbox"/> | 20/12/2018 | Sales Receipt | 1016 |            | £0.00   | £150.00         | £7.50 | £157.50  | Paid   | <a href="#">Print</a> ▾ |
| <input type="checkbox"/> | 20/12/2018 | Payment       | 145  | 20/12/2018 | £0.00   | £-118.00        | £0.00 | £-118.00 | Closed |                         |
| <input type="checkbox"/> | 19/12/2018 | Estimate      | 1008 | 20/12/2018 | £0.00   | £115.00         | £3.00 | £118.00  | Closed | <a href="#">Print</a> ▾ |

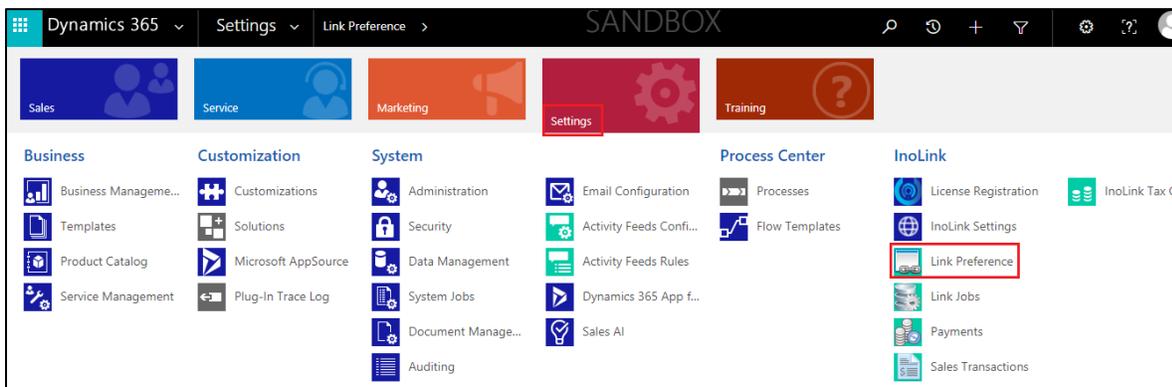
**Note:** All of the transactions are imported and stored within the Dynamics 365/CRM database. This allows you to implement Field Level Security to handle access to Accounting Details by only authorized Dynamics 365/CRM users.

There are certain **Custom Entities** shipped along with the solution. These custom entities are developed so as to save the details of enabled features, sync request, payments made and Sales transactions performed in them accordingly. Below are the enlisted custom entities. Let us study them individually in more detail.

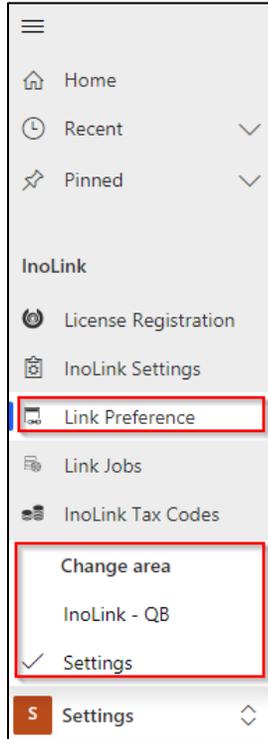
## Link Preferences

In Link Preferences, the user will get the data synchronization of records between the two systems based on the enabled features.

In Classic Web:



## In Unified Interface



**CRM To QuickBooks:** CRM to QuickBooks synchronization when you would like to move Dynamics 365/CRM records to QuickBooks using InoLink.

**QuickBooks To CRM:** Check QuickBooks to CRM synchronization when you would like to move records from QuickBooks to Dynamics 365/CRM using InoLink.

The screenshot shows the Active Link Preference table. The table has a search bar at the top right and a dropdown menu at the top left. The table columns are: Name, Feature, Direction, Automatic, Deal, Name, Priority, Accounting, and Allow. The table lists five synchronization rules.

| ✓ | Name                       | ↑ | Feat...  | Dir...       | Aut... | Dea... | Na...   | Prio... | Accounting...      | Allo... |
|---|----------------------------|---|----------|--------------|--------|--------|---------|---------|--------------------|---------|
|   | Customer-Accounting To CRM |   | Customer | Accountin... | No     | CRM    | Exact   | High    | Sandbox Company... | Yes     |
|   | Customer-CRM To Accounting |   | Customer | CRM - Ac...  | No     | CRM    | Exact   | High    | Sandbox Company... | Yes     |
|   | Invoice-CRM To Accounting  |   | Invoice  | CRM - Ac...  | Yes    | ---    | Pattern | High    | Sandbox Company... | No      |
|   | Order-CRM To Accounting    |   | Order    | CRM - Ac...  | Yes    | ---    | Pattern | High    | Sandbox Company... | No      |
|   | Product-Accounting To CRM  |   | Product  | Accountin... | No     | CRM    | Exact   | High    | Sandbox Company... | No      |

In Active Link Preferences user will get the records generated for all the features that are enabled to sync the data between the systems i.e. Dynamics CRM to QuickBooks and QuickBooks to CRM.

Each record shows the every detail of the enabled feature for selected Entity along with direction, auto create missing customer, deadlock win, name matching criteria, priority, Accounting company, primary contact sync and last processed date.

User can select each record and drill down to see the further details of each enabled feature.

LINK PREFERENCE
Customer-Accounting To CRM

General Related

|                    |                              |
|--------------------|------------------------------|
| Name               | * Customer-Accounting To CRM |
| Accounting Company | Sandbox Company US SK        |

**Link Preference**

|         |          |           |                  |
|---------|----------|-----------|------------------|
| Feature | Customer | Direction | Accounting - CRM |
|---------|----------|-----------|------------------|

**Customer**

|                        |             |                            |            |       |  |  |
|------------------------|-------------|----------------------------|------------|-------|--|--|
| Name Matching Criteria | Exact       | Last Processed at          | 01-01-2010 | 00:00 |  |  |
| ERP field match        | companyname | CRM Field match            | name       |       |  |  |
| DeadLock Win           | CRM         | Allow Primary Contact sync | Yes        |       |  |  |

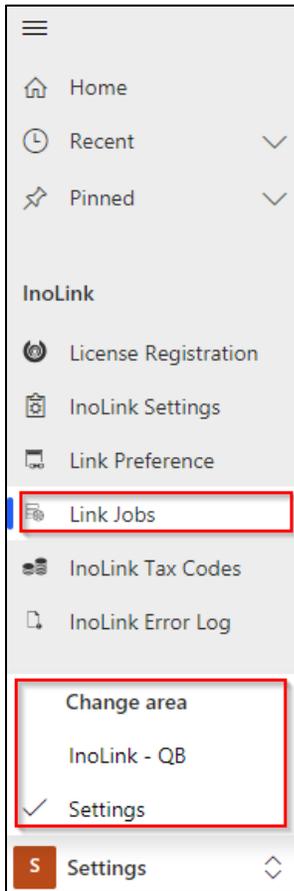
## Link Jobs

**Link Jobs** represent a sync request from Dynamics 365/CRM to QuickBooks and QuickBooks to Dynamics CRM.

In Classis Web:

The screenshot shows the Dynamics 365 Classis Web interface. The breadcrumb trail at the top reads: Dynamics 365 > Settings > Link Jobs > Link Job for quote. The navigation pane on the left is organized into several sections: Business, Customization, System, Process Center, and InoLink. The InoLink section contains the following items: License Registration, InoLink Tax, InoLink Settings, Link Preference, Link Jobs (highlighted with a red box), Paym Link Jobs, and Sales Transactions.

In Unified Interface:



You can view these jobs against any Dynamics 365/CRM record that is enabled for Dynamics 365/CRM to QuickBooks sync.

| ✓ | Name            | Link... | Sou...     | Accounting...      | S  |
|---|-----------------|---------|------------|--------------------|----|
|   | Job for account | Success | Accounting | Sandbox Company... | -- |
|   | Job for account | Success | Accounting | Sandbox Company... | -- |
|   | Job for contact | Success | Accounting | Sandbox Company... | -- |
|   | Job for account | Success | Accounting | Sandbox Company... | -- |

**Entity Type:** This section, which specifies the record Account, Contact, Product, Quote, Order and Invoice associated with this job.

LINK JOB Accounting Company  
Sandbox Company U...

**Link Job for account**

General Related

Name \* **Link Job for account**

Entity Type

|                    |                           |             |     |            |     |
|--------------------|---------------------------|-------------|-----|------------|-----|
| Account            | <b>Nature Conservancy</b> | Contact     | --- | Product    | --- |
| Quote              | ---                       | Sales Order | --- | Invoice    | --- |
| Sales Transactions | ---                       | Payments    | --- | Price List | --- |
| Tax Code           | ---                       | Tax Rate    | --- |            |     |

Link Job Details

|                  |            |               |                  |
|------------------|------------|---------------|------------------|
| Link Status      | Success    | Source        | CRM              |
| Submitted By     | --Select-- | Submitted At  | 01-04-2019 15:33 |
| Processed At     | Success    | Accounting ID | 1906             |
| Processed Counts | 1          |               |                  |

Error Description ---

**Link Status:** This field denotes the status of the job. It can hold the following values

- **Queued** – This denotes the job is in the queue and waiting to be picked up by the service.
- **Success** – The job request was successfully processed.
- **Error** – There was an error in processing the request. The Error description would provide the detailed error description. You need to resolve the error and change the status of the job back to Queued for it to be re-processed by the service.

**Source:** This field denotes the source system that generated this job. If it is **Accounting**, then the record is synced from **QuickBooks to CRM**. And if the source is **CRM** then the record is coming from **CRM to QuickBooks**.

**Submitted By:** The user who have promoted the record between the two systems.

**Submitted At:** The date and time when the promoting of record have taken place.

**Processed At:** The time when the record is successfully synced following the direction specified by the user.

**Accounting ID:** It is the reference number to identify the record promoted in QuickBooks system from Dynamics CRM.

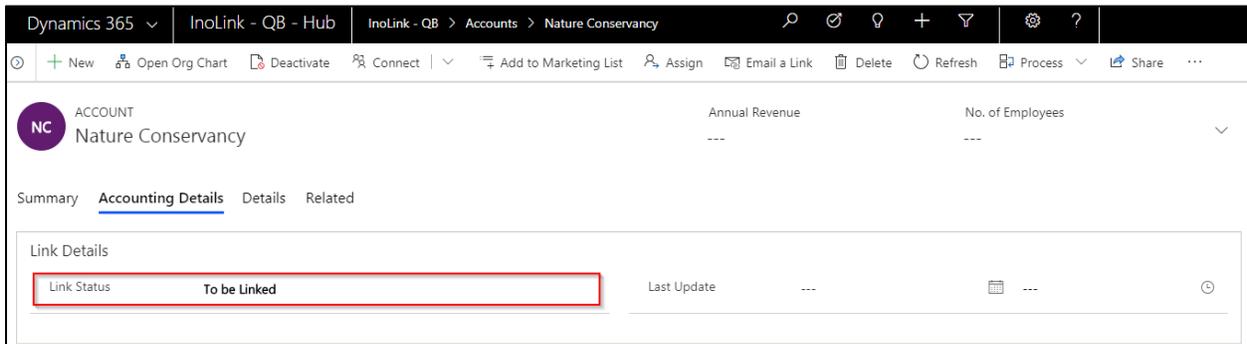
**Processed Count:** This represents the number of times the record was processed and this is used while data is synced from QuickBooks to Dynamics CRM, if the record gets into error status.

**Error Description:** Error description would provide the detailed error description. You need to resolve the error and change the status of the job back to Queued for it to be re-processed by the service.

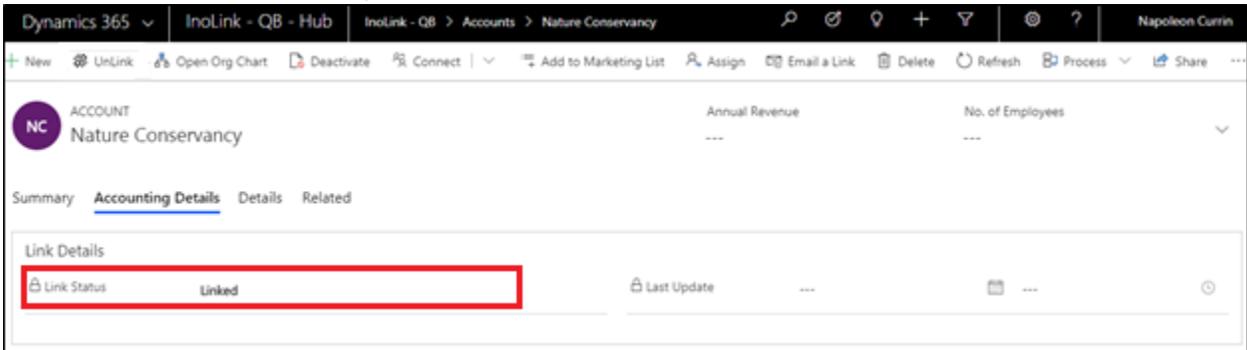
### What triggers a job request?

A new Link Job request is created when one of the following actions is performed in Dynamics 365/CRM

1. **Link Status** for a record of entities like Account, Contact, Product, Quote and Invoice is set as **“To be Linked”** once clicked on **Promote** button.



A Link Job is executed with the link status updated as Success and on record the status updated as Linked. This works for Account, Contact and Product Entities.



2. On update on linked records the Link Job will be created.

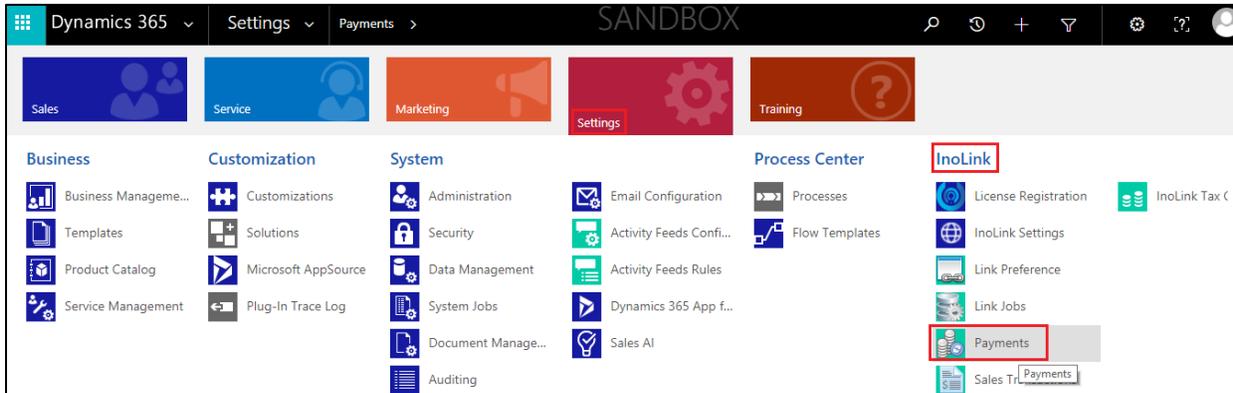
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## Payments

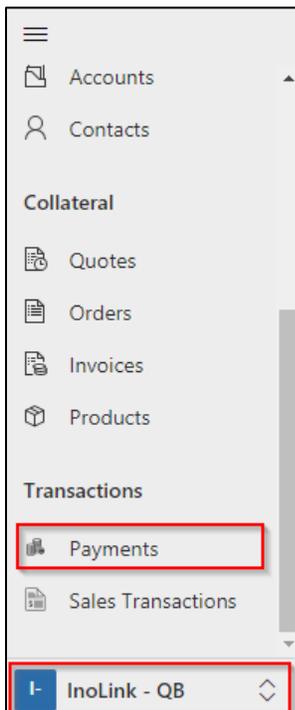
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Payments is the custom entity shipped along with the solution. This entity is where all the payments from accounting history of any record is stored in this entity when synced from QuickBooks to Dynamics CRM. The purpose of developing this custom entity is to provide the same look and feel of the record when synced. As there is no same architecture of Dynamics CRM and QuickBooks.

In Classic Web:



In Unified Interface:



In this section user will get all the **payment details** that have been made in **QuickBooks** getting updated in **Dynamics CRM**.

| Payments View    |                    |                |            |           |        | Search for records |
|------------------|--------------------|----------------|------------|-----------|--------|--------------------|
| Name             | Account            | Contact        | Ref Number | Date      | Total  | Payment Method     |
| RECEIVE PAYMENTS | Nature Conservancy | Casey Testloff | ---        | 3/31/2019 | \$0.00 | ---                |

| PAYMENTS/REFUNDS<br>RECEIVE PAYMENTS                    |        | Transaction Type            | Date               |
|---|--------|-----------------------------|--------------------|
| Read only   |        | RECEIVE PAYMENTS            | 3/31/2019          |
| <b>General</b>   Applied Transactions   Notes   Related |        |                             |                    |
| Ref Number  | ---    | Customer                    | Nature Conservancy |
| Amount Due  | \$0.00 | Discount and Credit Applied | ---                |
| Unused Payments   | \$0.00 | Payment Method              | ---                |

Further to drill down the invoice that is paid you can select the invoice record from Applied Transaction. There you will get the payments details along with the invoice details.

| APPLIED TRANSACTIONS<br>RECEIVE PAYMENTS |            |                    |
|--|------------|--------------------|
| Read only                                |            |                    |
| <b>General</b>   Notes   Related         |            |                    |
| Ref Number                               | ---        | Payments           |
| Amount                                   | \$2,160.00 | Sales Transactions |
| Owner                                    | * sam sam  |                    |

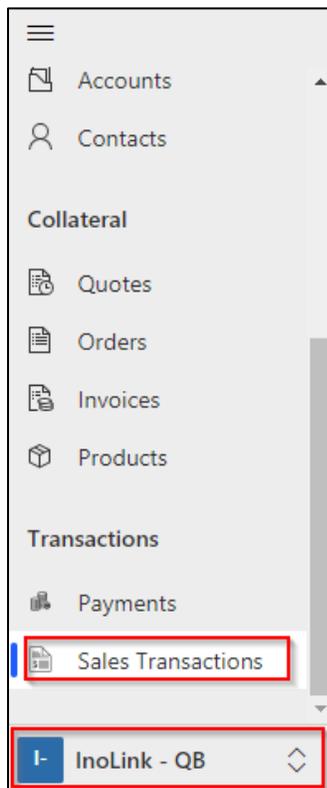
## Sales Transaction

Sales Transaction is the custom entity shipped along with the solution. This entity is where all the Accounting history i.e. Quote, Order, Invoice, Credit Memos, Sales Receipt and Accounting Balance i.e. Current balance, Total balance, Last transaction date, Year to Date sales, Aging details and Inventory updates of any record is stored in this entity when synced from QuickBooks to Dynamics CRM. The purpose of developing this custom entity is to provide the same look and feel of the record when synced. As there is no same architecture of Dynamics CRM and QuickBooks.

In Classic Web:



In Unified Interface:



NC Nature Conservancy

Summary **Accounting Details** Details Related

Transaction History Refresh Run Report

| Transaction Type | Date      | Ref Number | Amount     | Open Balance |
|------------------|-----------|------------|------------|--------------|
| QUOTE            | 3/31/2019 | 1024       | \$3,780.00 | \$0.00       |
| INVOICE          | 3/31/2019 | 1091       | \$3,780.00 | \$1,620.00   |
| CREDIT MEMO      | 3/31/2019 | 1092       | \$2,160.00 | \$0.00       |
| RECEIVE PAYMENTS | 3/31/2019 | ---        | \$0.00     | \$0.00       |

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

1 - 4 of 4 (0 selected)

Last Sync Date 4/1/2019 6:28 AM

## InoLink Tax Codes

InoLink Tax Code is the custom entity for storing all the tax code that are syncing from QuickBooks. This depends on the settings defined for Field Service Tax.

In Classic Web:

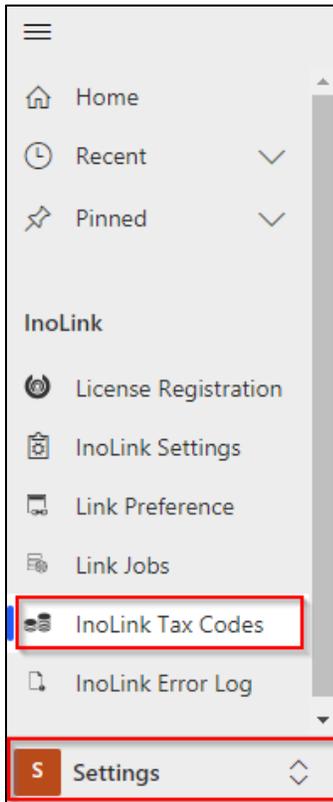
Dynamics 365 **Settings** **InoLink Tax Codes**

Sales Service Marketing Settings

Process Center InoLink Application

- Processes
- Microsoft Flows
- License Registration
- InoLink Settings
- Link Preference
- Link Jobs
- Payments
- InoLink Tax Codes**
- InoLink Error Log
- My Apps

In Unified Interface:



The screenshot shows a table titled 'Active Tax Codes' with a search bar. The table has the following columns: Name, Sales Tax Rate, Link ID, Accounting Company, Stat..., Modifie..., and Created. The first two rows of data are:

| ✓ | Name       | Sales Tax Rate | Link ID | Accounting Company    | Stat... | Modifie...      | Created  |
|---|------------|----------------|---------|-----------------------|---------|-----------------|----------|
|   | Tucson     | 9.10           | 3       | Sandbox Company US SK | Active  | 01-04-2019 1... | 28-03-20 |
|   | California | 8.00           | 2       | Sandbox Company US SK | Active  | 01-04-2019 1... | 28-03-20 |

If the Field Service Tax is set as No then all the tax codes that are selected QuickBooks side will be saved in this InoLink Tax Codes custom Entity.

If the Field Service Tax is set as Yes then all the Tax Codes that are selected QuickBooks side will be saved in Field Service Tax OOB Entity.

The screenshot displays the Dynamics 365 Field Service Settings page for Tax Codes. The left navigation pane shows the 'Tax Codes' menu item highlighted with a red box. The main content area shows a table of active tax codes with the following data:

| Name         | Act as Tax Group | Tax Rate % | Products Taxable | Services Taxable | Created On       |
|--------------|------------------|------------|------------------|------------------|------------------|
| AZ State tax | No               | 7.10000    | Yes              | Yes              | 29-03-2019 18:31 |
| California   | No               | 8.00000    | Yes              | Yes              | 29-03-2019 18:31 |
| Tucson       | Yes              | ---        | Yes              | Yes              | 29-03-2019 18:31 |
| Tucson City  | No               | 2.00000    | Yes              | Yes              | 29-03-2019 18:31 |

**Note:** Field Service Tax works only for US QuickBooks Company.

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## Contact Us

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