



User Manual

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Introduction

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:-

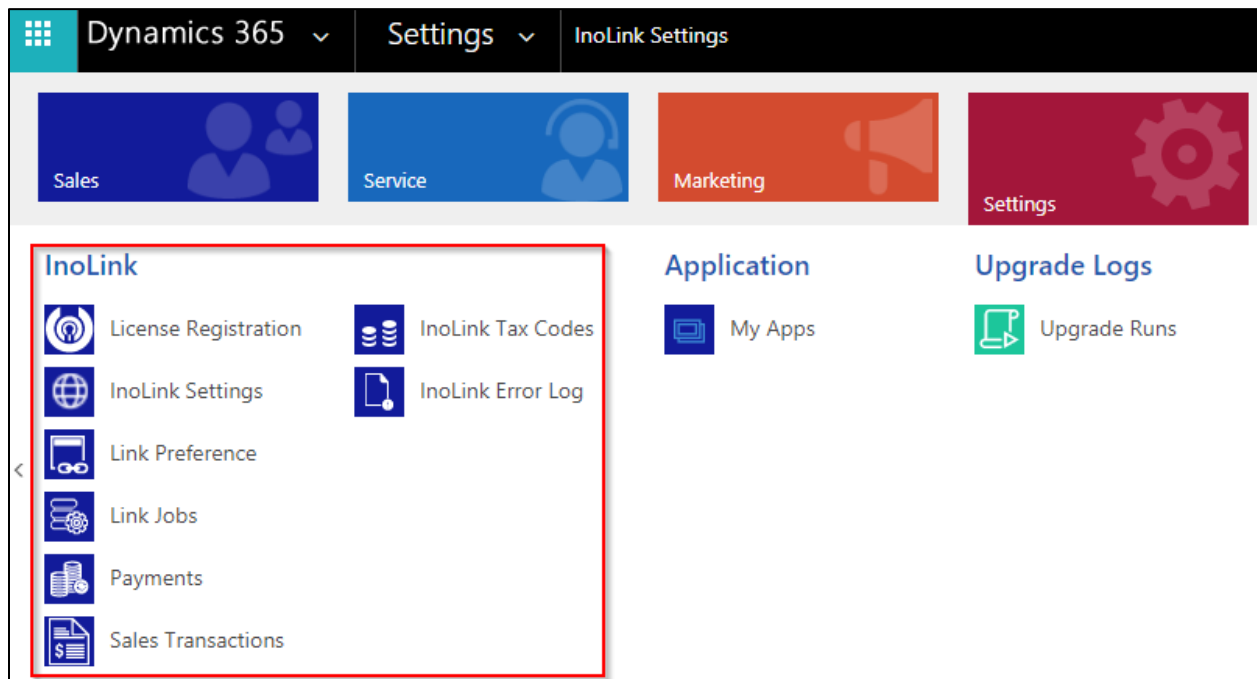
Versions: Dynamics 365 8.2 and above, Power Apps.

Deployment: On-Premises and Online.

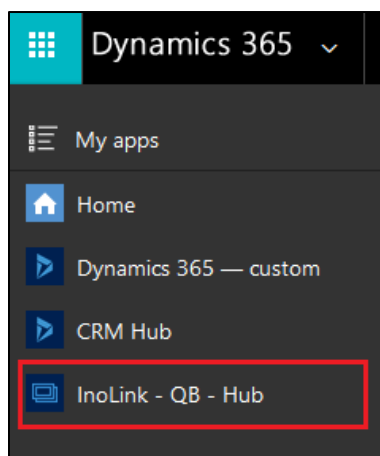
InoLink Settings

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:

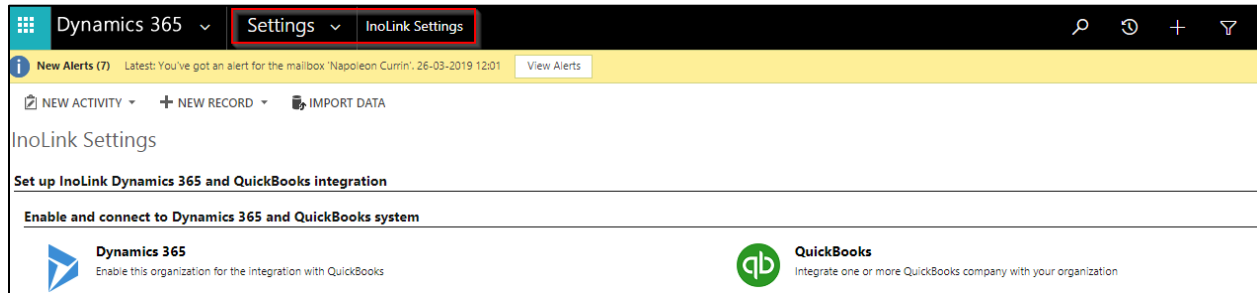


In Unified Interface:

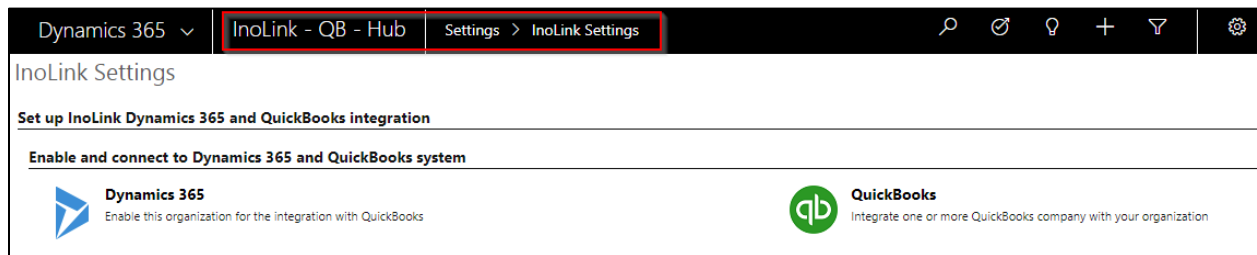


Note: InoLink new version solution **doesn't support** the Dynamics CRM On-Premise type of deployment. It only supports the Online and IFD i.e. Partner hosted system type of Dynamics CRM.

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

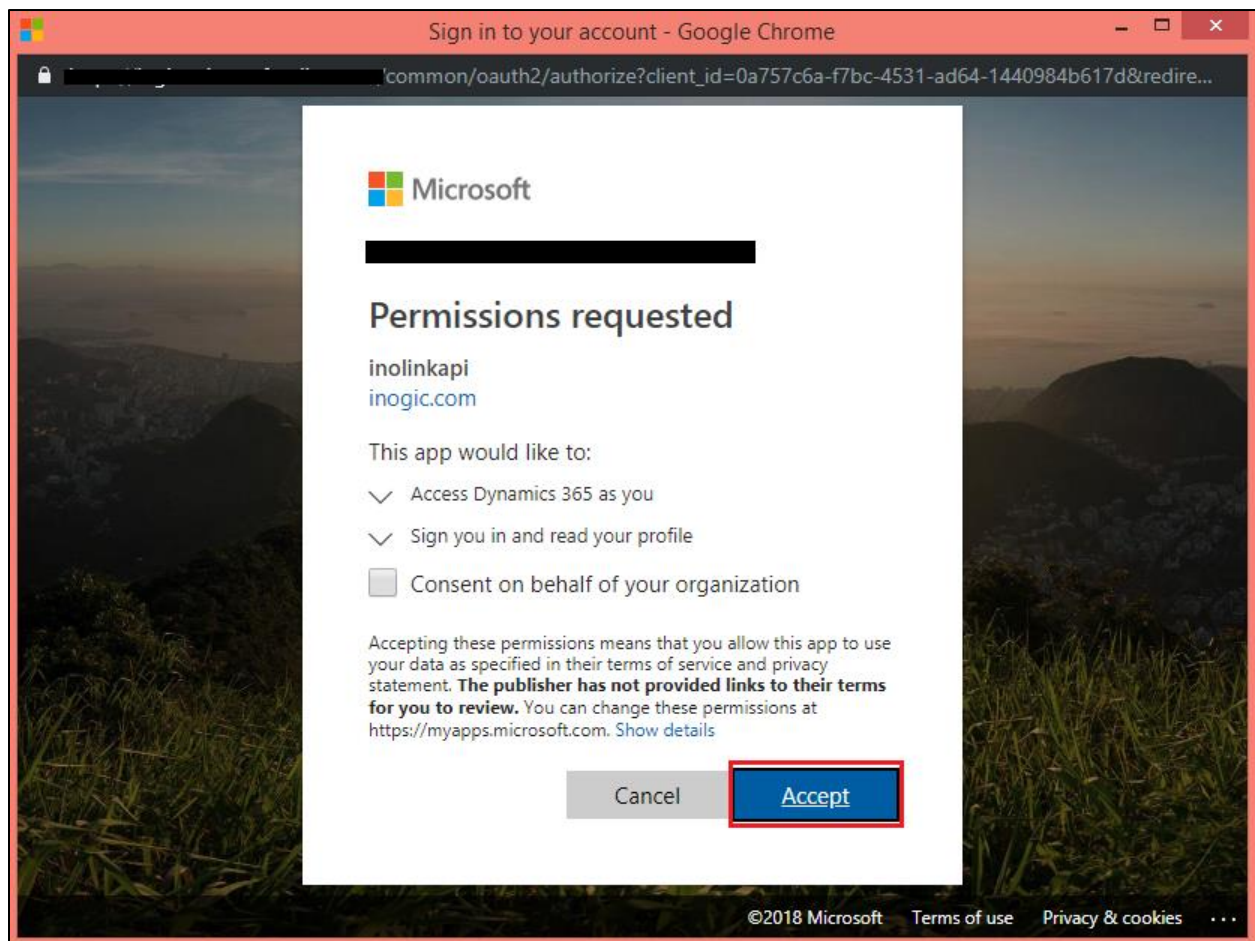
By enabling this feature, you consent to share your data with external systems. Data Imported from external systems into Microsoft Dynamics 365 are subject to our privacy statement that can be accessed [here](#).

Continue

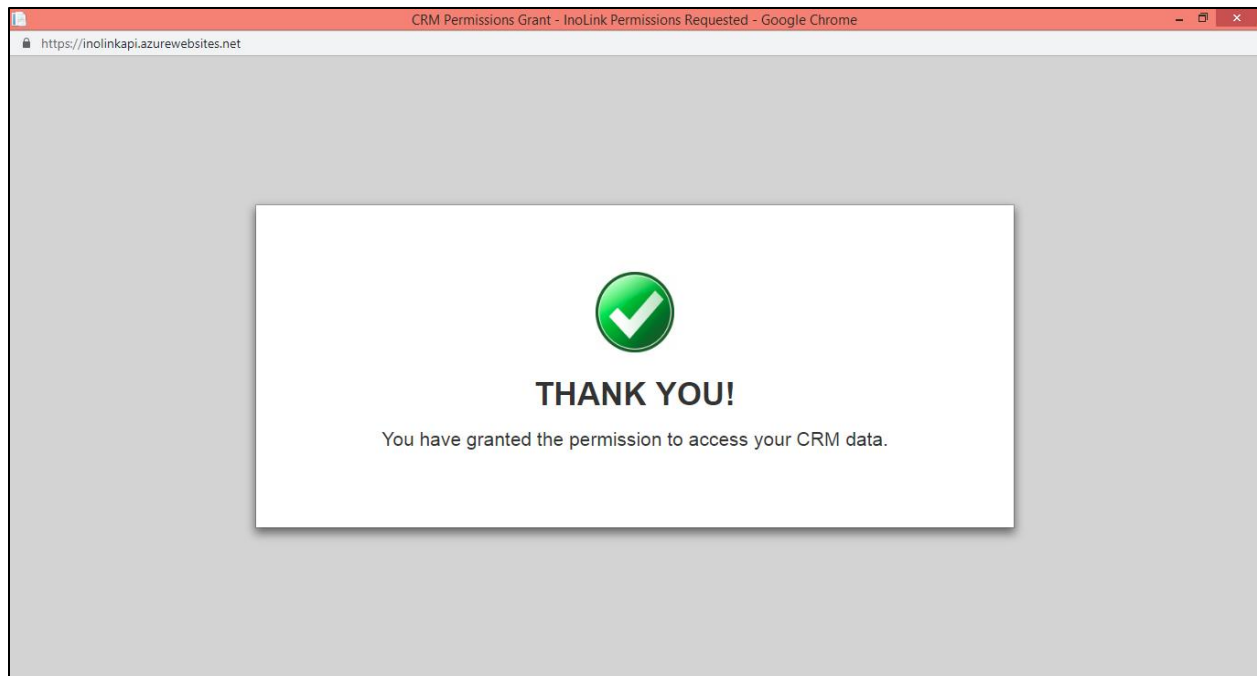
One more step to complete the setup for Dynamics 365 organization. Click Configure button to complete the setup.

Having trouble?

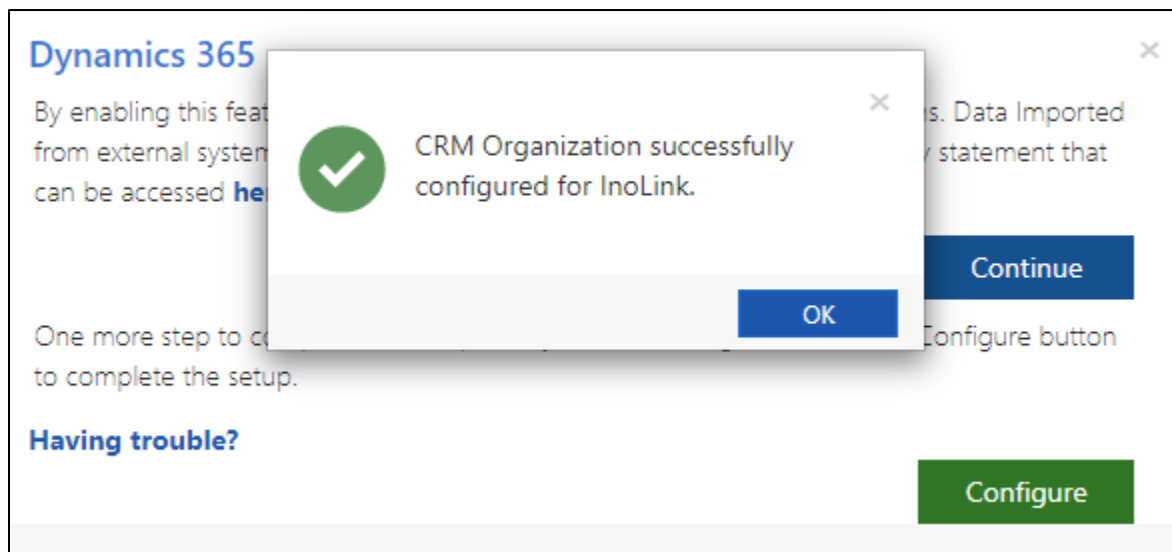
Configure



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.

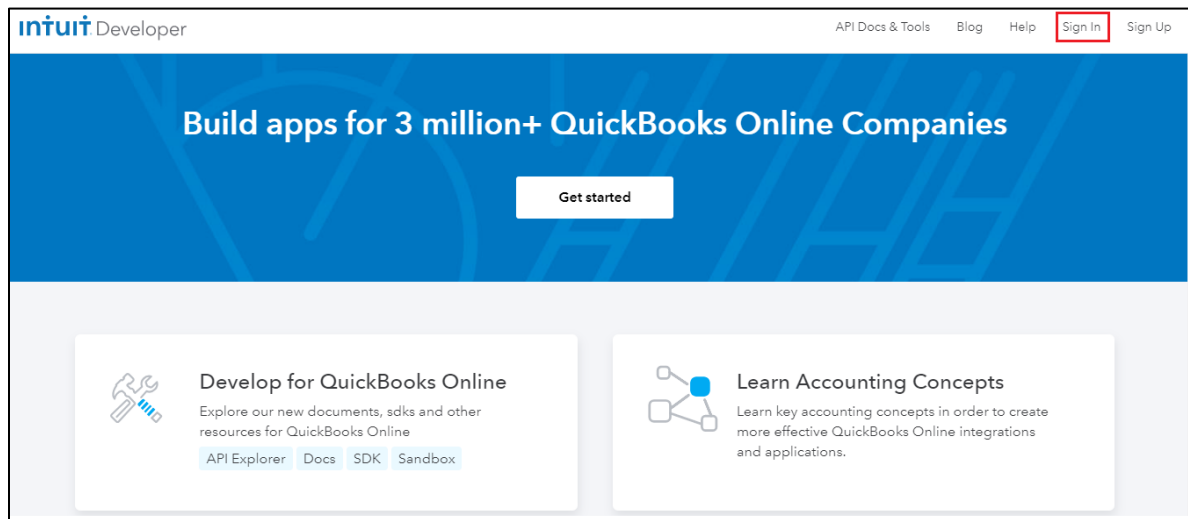
You need to copy the below link and paste it in QuickBooks



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)






Sign in

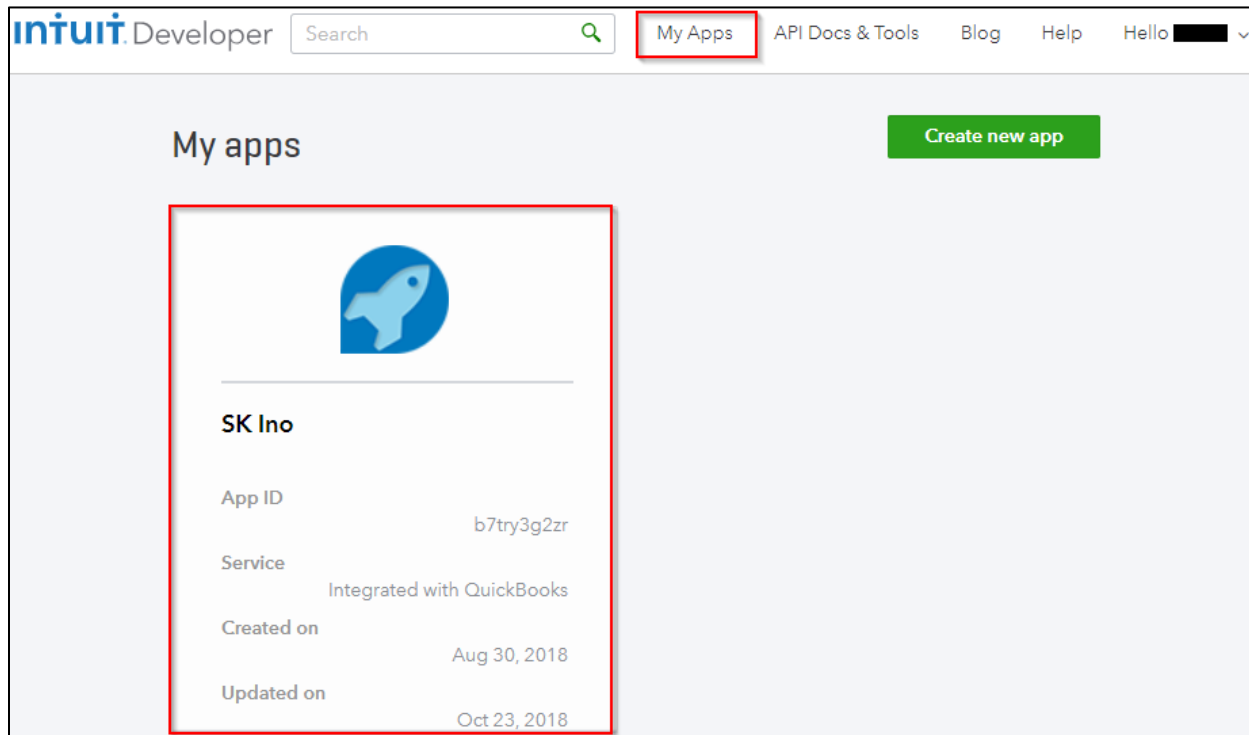
Email or user ID

Password

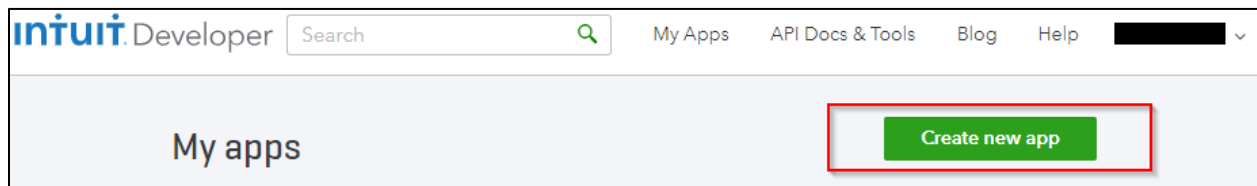
☐ Remember me

 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_7JokikJov8I1281Mg84o1fQ2'

Intuit::Customer.create(
  :description => "Customer for
test@example.com",
  :card => "tok_303dVa2e2vXY1o2CLCK8D8wq" #
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)


Select API

QuickBooks API

☒ Accounting

Have your time tracking, job costing, inventory management, and other apps integrate with QuickBooks Online to make your customers' accounting easier


Apps built on this API



☐ Payments

Process credit card payments on your eCommerce website or set up online processing for your customer's site. In the same app, easily record transactions in QuickBooks Online.

Apps built on this API



Legacy QBMS Payments App

Use this early version of the Payments API if you're working with an implementation of Hosted PayPage or you need to implement a recurring billing solution soon. (This payments API will soon be deprecated).

[Create a QBMS payments app](#)

Cancel

Create app

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.

This app integrates with OAuth 1.0a and OpenID 2.0. Learn more [here](#). We are actively working on a migration path for you to implement OAuth 2.0 and OpenID Connect and will notify you when it is available.

Dashboard **Keys** Settings Webhooks App Listing

Development Keys

Use these keys to build your app against your sandbox companies.

App Token
 [Copy](#)

OAuth Consumer Key
 [Copy](#)

OAuth Consumer Secret
 [Copy](#)

Development Sandbox

[Manage sandboxes](#)

A QuickBooks sandbox was automatically created for you when you signed up for the Intuit Developer account. You may create multiple sandboxes for different countries.

InoLink Sandbox Company_CA [View Sandbox](#)

Accounting Sandbox Base URL
 [Copy](#)

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.

This app integrates with OAuth 2.0 and OpenID Connect. Learn more [here](#).

Dashboard **Keys** Settings Webhooks App Listing

Development Keys

Use these keys to build your app against your sandbox companies.

Client ID
 [Copy](#)

Client Secret
 [Copy](#)

Development Sandbox

[Manage sandboxes](#)

A QuickBooks sandbox was automatically created for you when you signed up for the Intuit Developer account. You may create multiple sandboxes for different countries.

Sandbox Company US SK [View Sandbox](#)

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

Dashboard **Keys** Settings Webhooks App Listing

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

https://developer.intuit.com/v2/OAuth2Playground/RedirectUrl

Redirect URI 2

https://inolinkapi.azurewebsites.net/QBResponse/AccessToken

Add URI

Cancel

Save

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

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 * ⓘ

▼

Help

Authorize & Save

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	<div>Owning Business Unit</div>	Contact Attribute	<div>Owning Business Unit</div>
Use Field Service Tax *	<div>No</div>		

1. **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.
2. **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.
3. **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

Country

Base Currency

OAuth Version

Use Sandbox

Client ID *

Client Secret *

Owning Business Unit *

User *

Company

2.0

Yes

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 *	<div></div>
User * 	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

✕

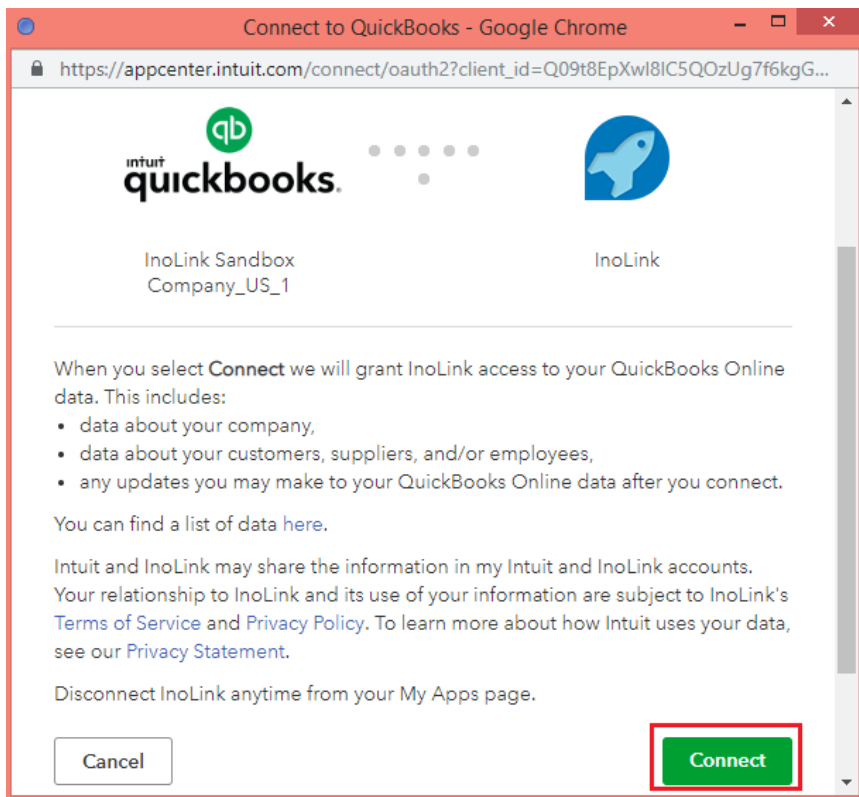
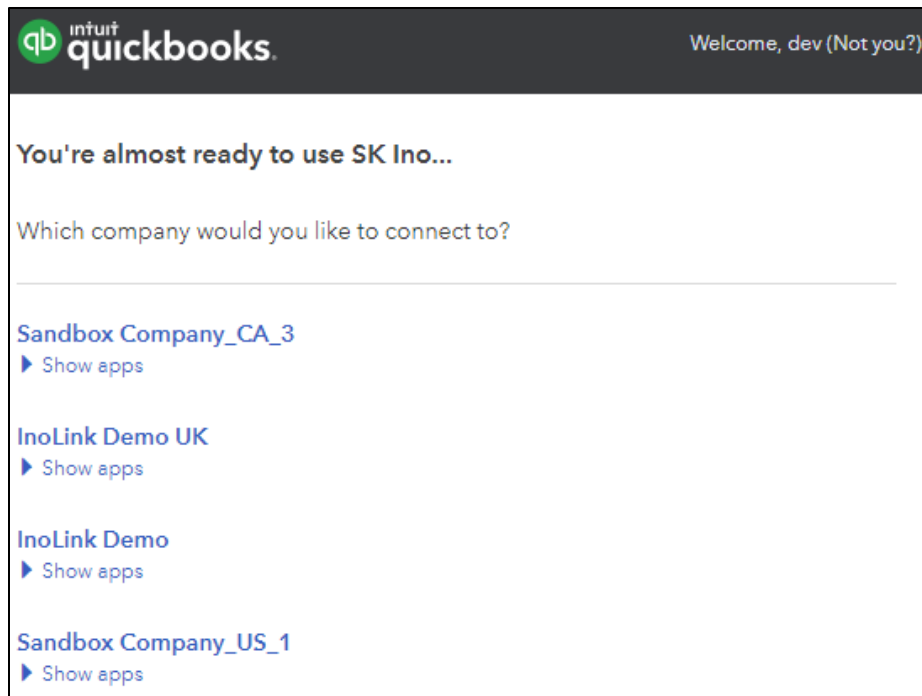
!

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

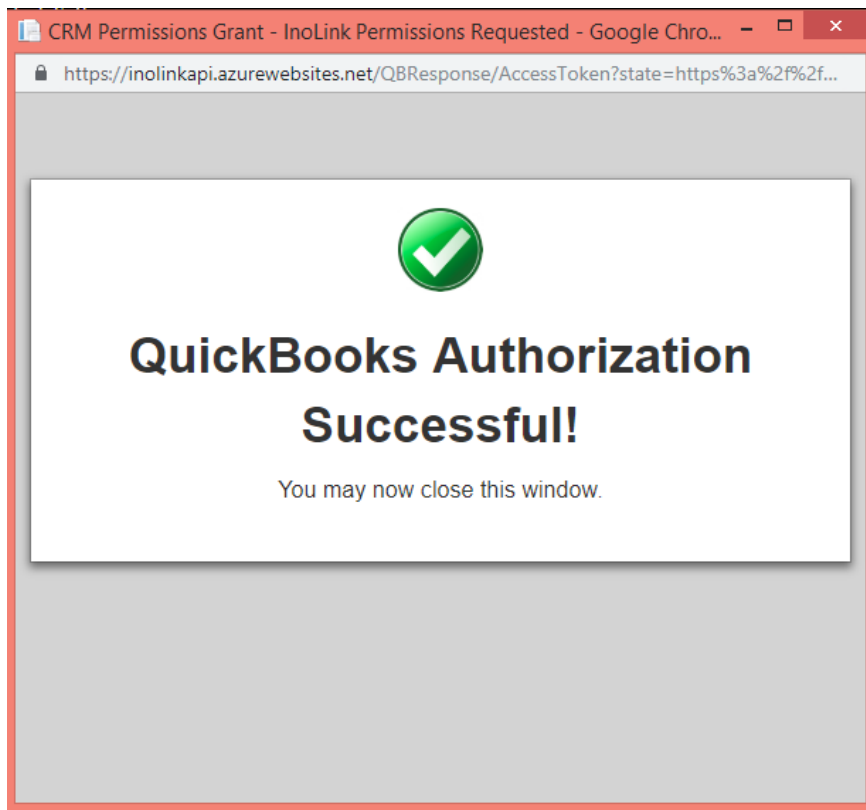
Yes

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.

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

+ ⓘ ↻

Inductor Sandbox Company_US

Add new company

Company Name: **Company**

Country:

Base Currency:

OAuth Version: **2.0**

Use Sandbox ⓘ: **Yes**

Client ID * ⓘ:

Client Secret * ⓘ:

Owning Business Unit *:

User * ⓘ:

Help **Authorize & Save**

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.


Welcome to Intuit App Center - Internet Explorer

https://appcenter.intuit.com/connect/oauth2?client_id=Q09t8EpXwl8IC5QOzUg7f6kgGWdWqVX9qgnbh6

intuit quickbooks

Don't have an account? [Sign up now.](#)

Sign in

 **Sign in with Google**

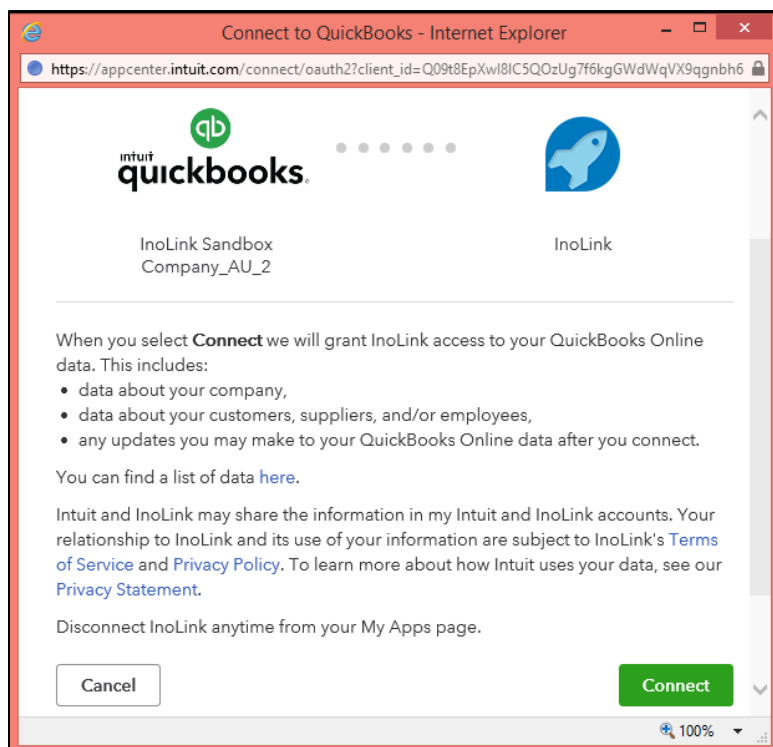
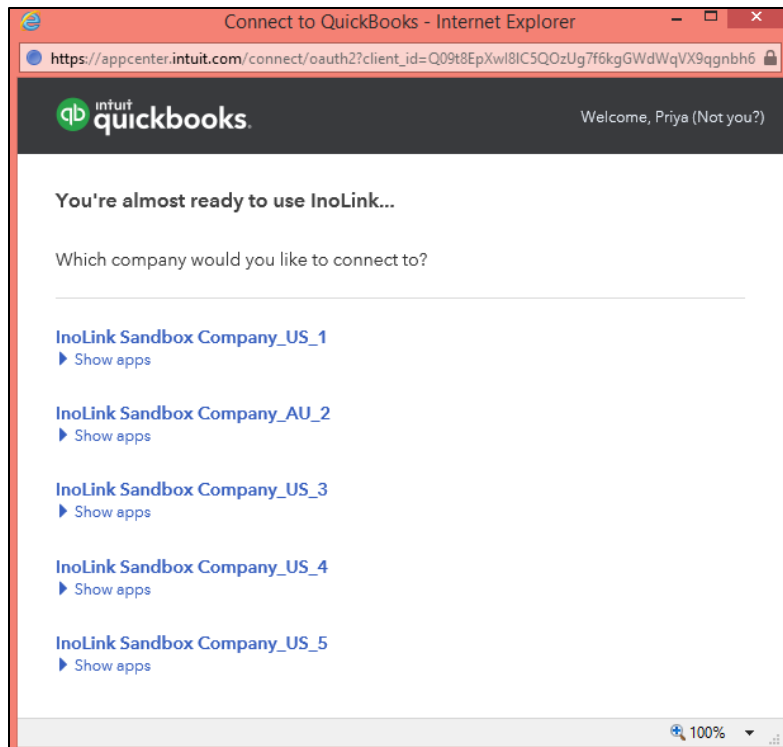
or

Email or user ID

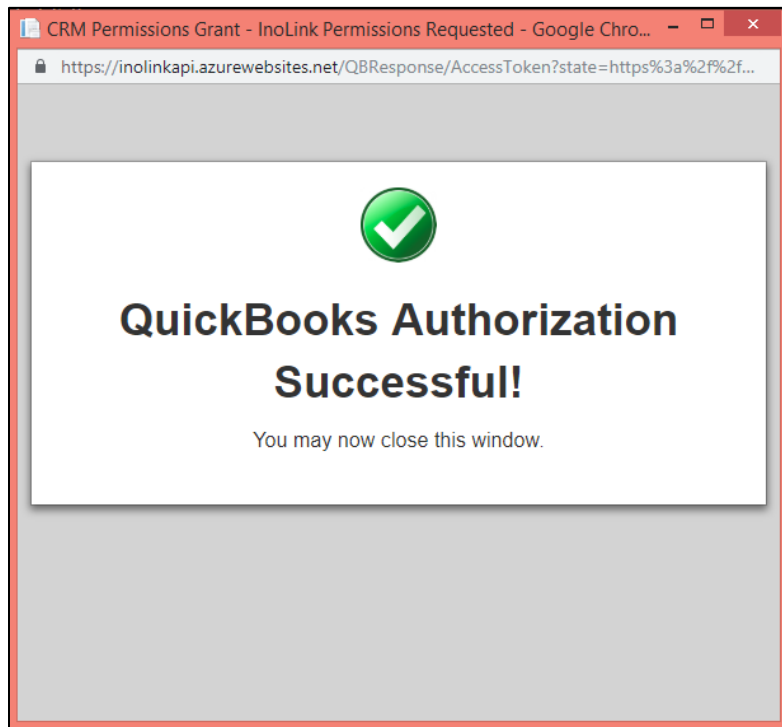
Password

☐ Remember me

100%

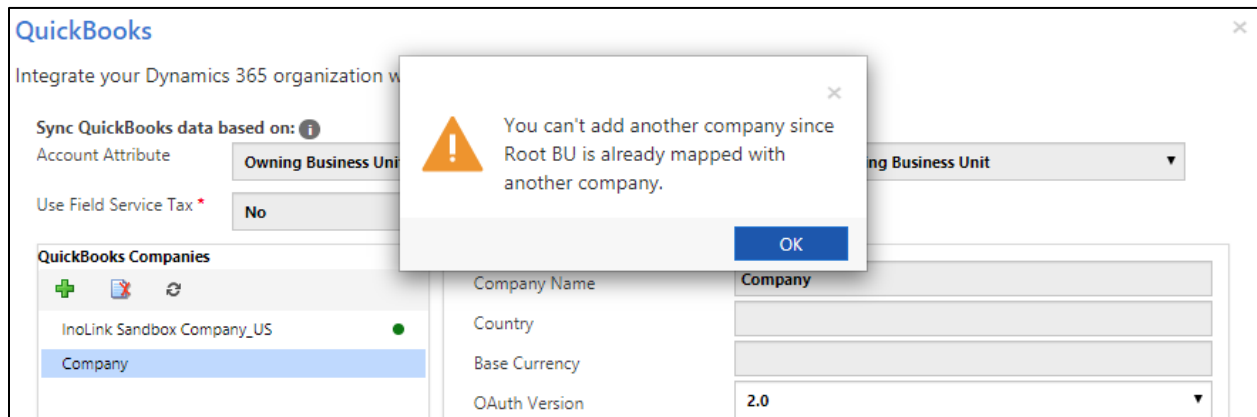


After clicking on **Connect** you will get success message as shown below.

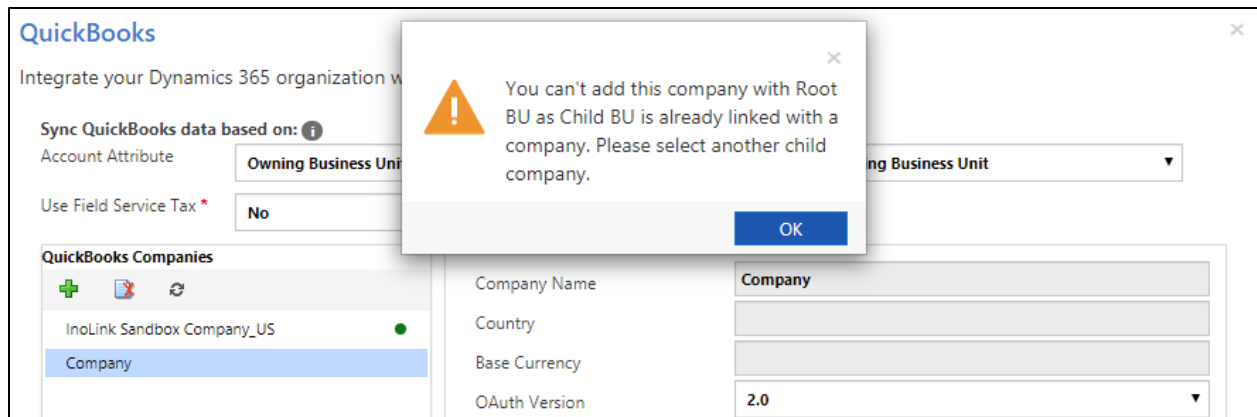


Note:

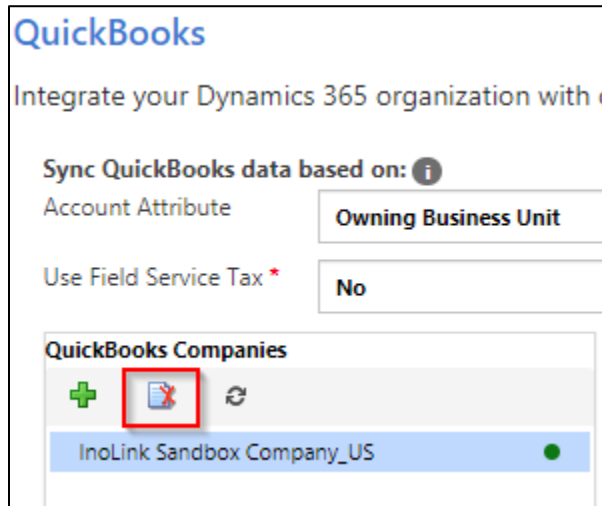
1. If users configure the Root/Parent Business Unit for the first time in QuickBooks Companies then they cannot add and configure the multiple QuickBooks companies. Only when the Child Business Unit is added for the first time the user can configure multiple QuickBooks companies.



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?

Customer
Specify if you want to create or update Dynamics 365 Accounts/Contacts into QuickBooks Customers

Product
Specify if you want to create or update Dynamics 365 Products into QuickBooks Products

Quote
Specify if you want to create or update Dynamics 365 Quotes into QuickBooks Estimates

Order
Specify if you want to create or update Dynamics 365 Orders into QuickBooks Invoices

Invoice
Specify if you want to create or update Dynamics 365 Invoices into QuickBooks Invoices

Transaction Settings
Enable Transaction Settings

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

Customer
Specify if you want to create or update QuickBooks Customers into Dynamics 365 Accounts/Contacts

Product
Specify if you want to create or update QuickBooks Products into Dynamics 365 Products

Transaction History
Specify if you want to create or update QuickBooks transaction histories into this organization

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?

Customer
Specify if you want to create or update Dynamics 365 Accounts/Contacts into QuickBooks Customers

Product
Specify if you want to create or update Dynamics 365 Products into QuickBooks Products

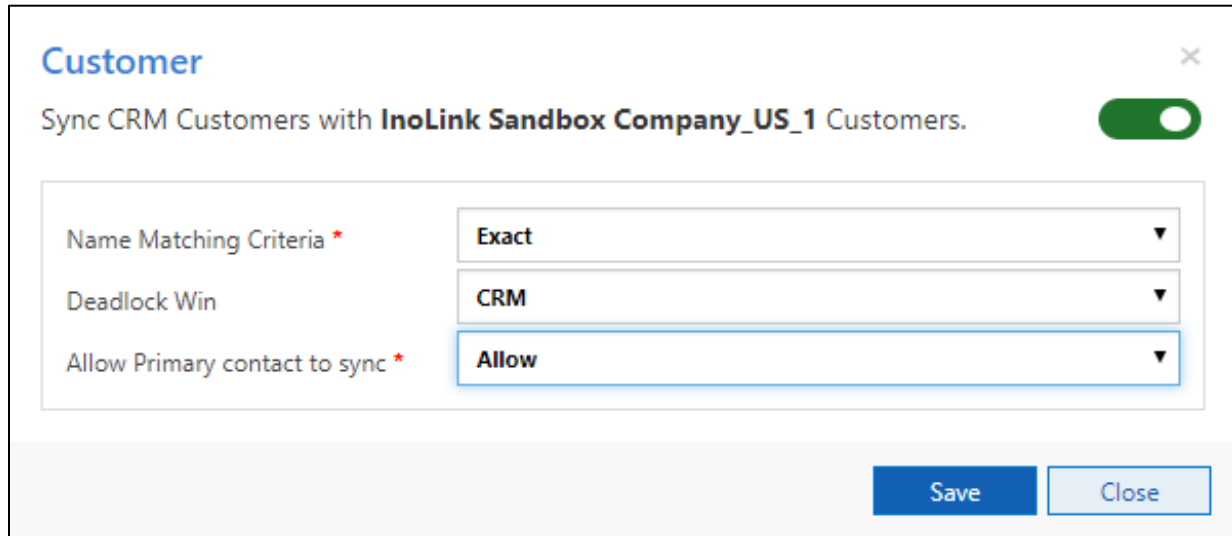
Quote
Specify if you want to create or update Dynamics 365 Quotes into QuickBooks Estimates

Order
Specify if you want to create or update Dynamics 365 Orders into QuickBooks Invoices

Invoice
Specify if you want to create or update Dynamics 365 Invoices into QuickBooks Invoices

Transaction Settings
Enable Transaction Settings

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.



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**

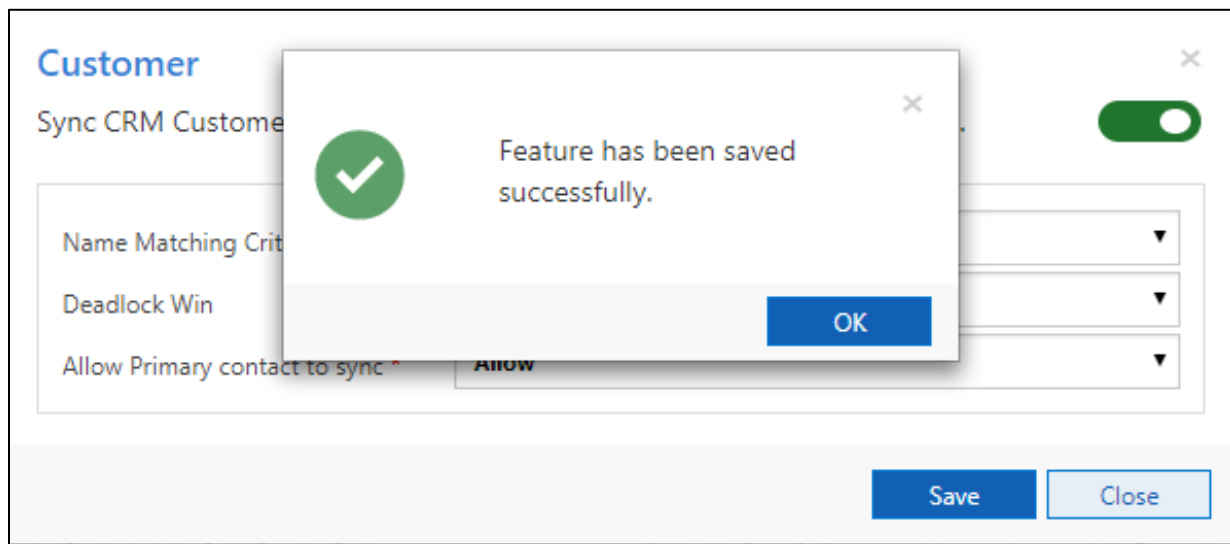
If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

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:

A screenshot of the 'Product' sync settings window. The window title is 'Product' and the subtitle is 'Sync CRM Products updates to InoLink Sandbox Company_US_1'. A green toggle switch is turned on. The settings are organized into sections. The first section contains three dropdown menus: 'Name Matching Criteria' (set to 'Exact'), 'Deadlock Win' (set to 'CRM'), and 'Base Price List' (set to 'US Bill Rates'). The second section, titled 'Product Mapping', has a sidebar with 'Inventory', 'Non Inventory', and 'Service'. The 'Inventory' option is selected, and it shows a table for 'Select Inventory Accounts' with three rows: 'Asset Account' mapped to 'Inventory Asset', 'Income Account' mapped to 'Sales of Product Income', and 'Expense Account' mapped to 'Cost of Goods Sold'. At the bottom right are 'Save' and 'Close' buttons.

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

Sync CRM Products

Name Matching Crit

Deadlock Win *

Base Price List *

OK Bill Rates

Inventory

Non Inventory

Service

Select Inventory Accounts

Asset Account *

Income Account *

Expense Account *

Inventory Asset

Services

Cost of Goods Sold

Save

Close

Base Price List currency does not match with company's base currency.

OK

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	View register
Inventory Asset	Other Current Assets	Inventory	USD	13,436.25		View register
Accounts Receivable (A/R)	Accounts receivable (...)	Accounts Receivable (...)	USD	8,511.52		View register
Sales of Product Income	Income	Sales of Product Income	USD			Run report
Prepaid Expenses	Other Current Assets	Prepaid Expenses	USD	0.00		View register
Uncategorized Asset	Other Current Assets	Other Current Assets	USD	0.00		View register
Cost of Goods Sold	Cost of Goods Sold	Supplies & Materials -...	USD			Run report
Truck	Fixed Assets	Vehicles	USD	13,495.00		View register

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

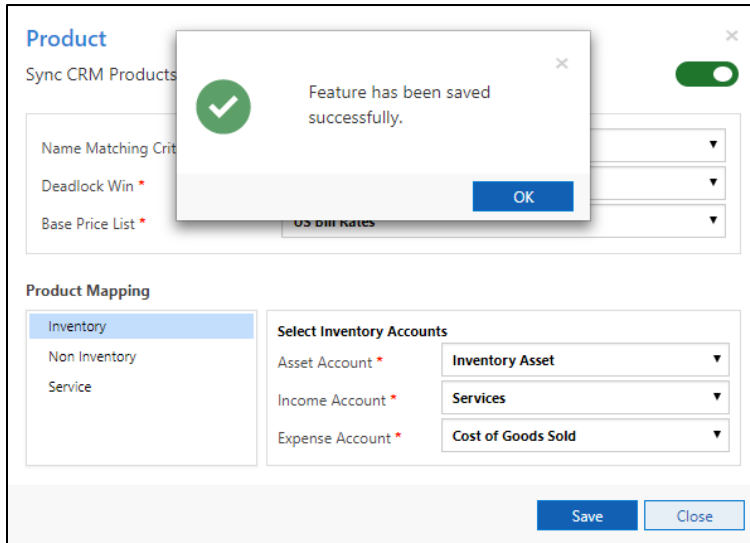
Cost

Expense account

Cost of Goods Sold

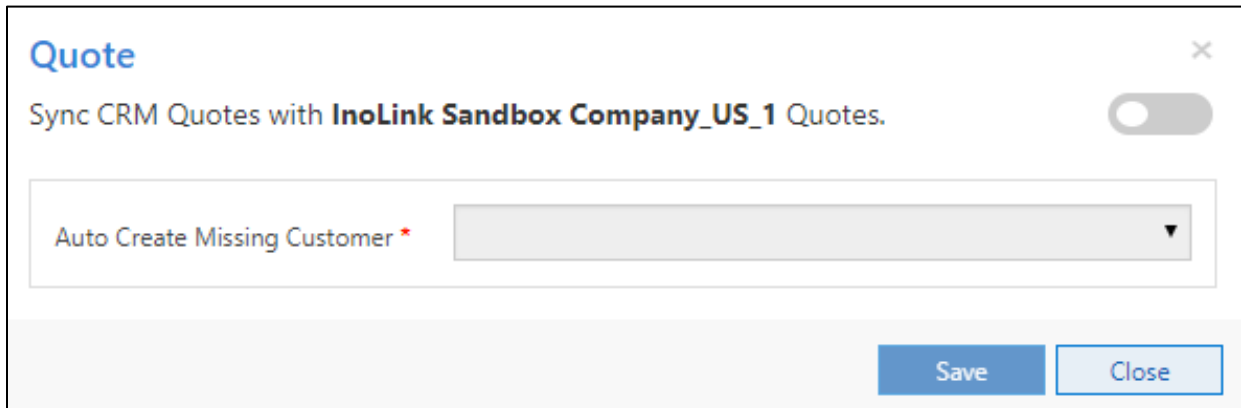
Save and close

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



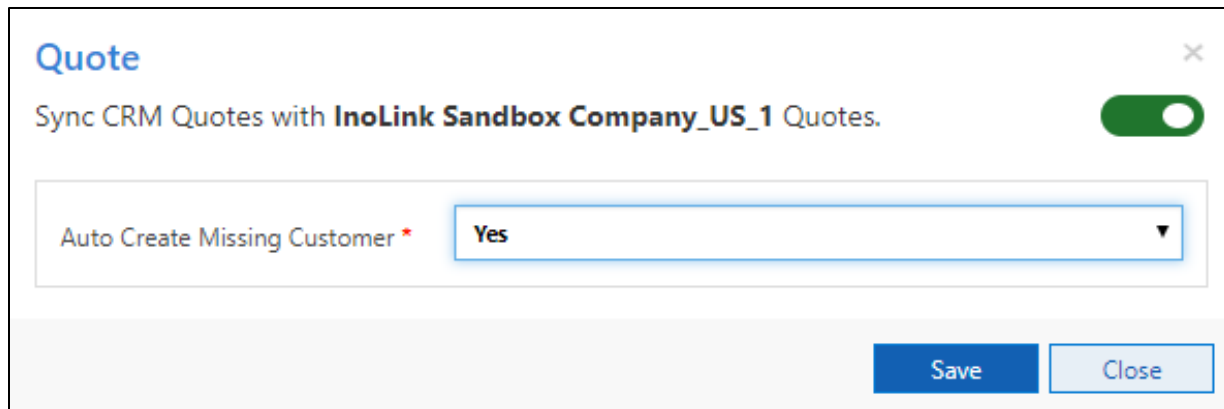
The screenshot shows the 'Product' window with the 'Sync CRM Products' toggle switch turned on (green). A success message dialog box is displayed in the center, stating 'Feature has been saved successfully.' with a green checkmark icon and an 'OK' button. Below the dialog, the 'Product Mapping' section is visible, showing a list of categories (Inventory, Non Inventory, Service) and a 'Select Inventory Accounts' section with dropdown menus for 'Asset Account' (Inventory Asset), 'Income Account' (Services), and 'Expense Account' (Cost of Goods Sold). At the bottom right, there are 'Save' and 'Close' buttons.

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.



The screenshot shows the 'Quote' window with the 'Sync CRM Quotes with InoLink Sandbox Company_US_1 Quotes.' toggle switch turned off (grey). Below the toggle, there is a dropdown menu labeled 'Auto Create Missing Customer *'. At the bottom right, there are 'Save' and 'Close' buttons.

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

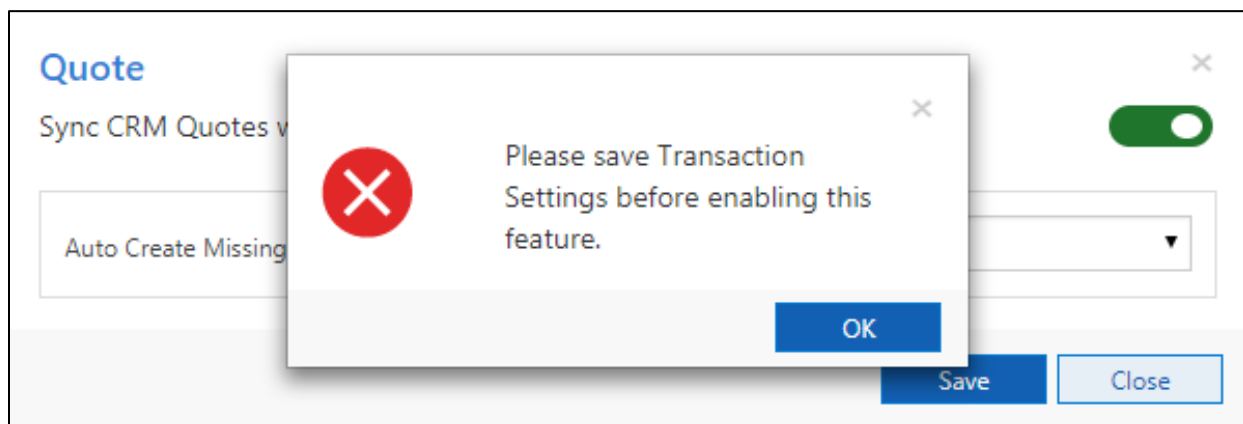


Auto Create Missing Customer:

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 *	<div></div>
-------------------------	-------------

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			
Rock Fountain		Primary U...	\$30.00	1.00000	\$15.00			
Write-In			\$20.00	1.00000	\$0.00			

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							🗑
Add lines Clear all lines Add subtotal					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**.

Service
Change type

Name*
Shipping 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

☐ Inclusive of tax

Tax
0.0% ECG

Purchasing information
☐ I purchase this product/service from a supplier.

Save and close

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

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

Transaction Settings [Close]

Transaction Settings for [Company] with CRM Products.

Write-In Product *	[Dropdown]
Line Discount Product *	[Dropdown]
Shipping Product *	Shipping Product [Dropdown]
Enable Tax Calculation *	Yes [Dropdown]

[Sync Tax] [Save] [Close]

Transaction settings has been saved successfully.

[OK]

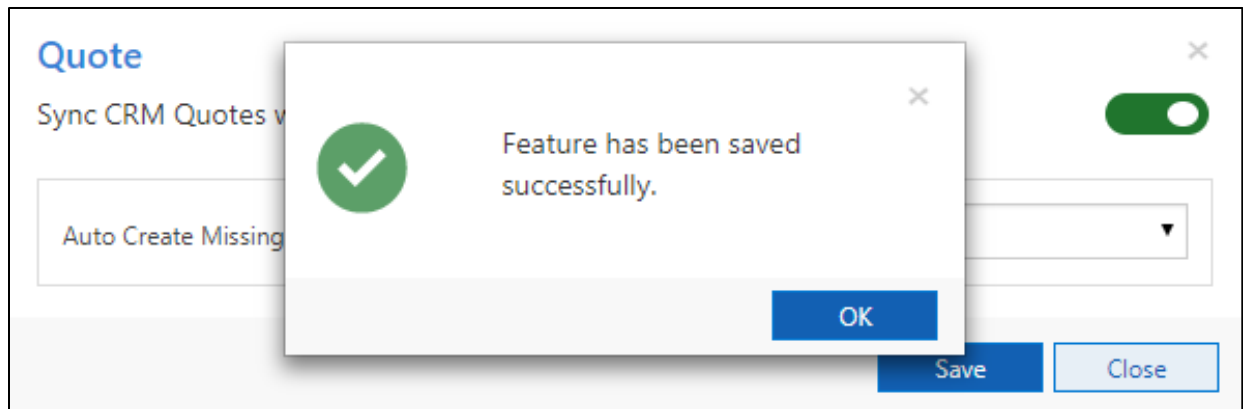
Sync Tax option allows you to sync the tax details automatically in case if there are changes made in tax within the QuickBooks systems or if your tax was not synced previously.

Transaction Settings [Close]

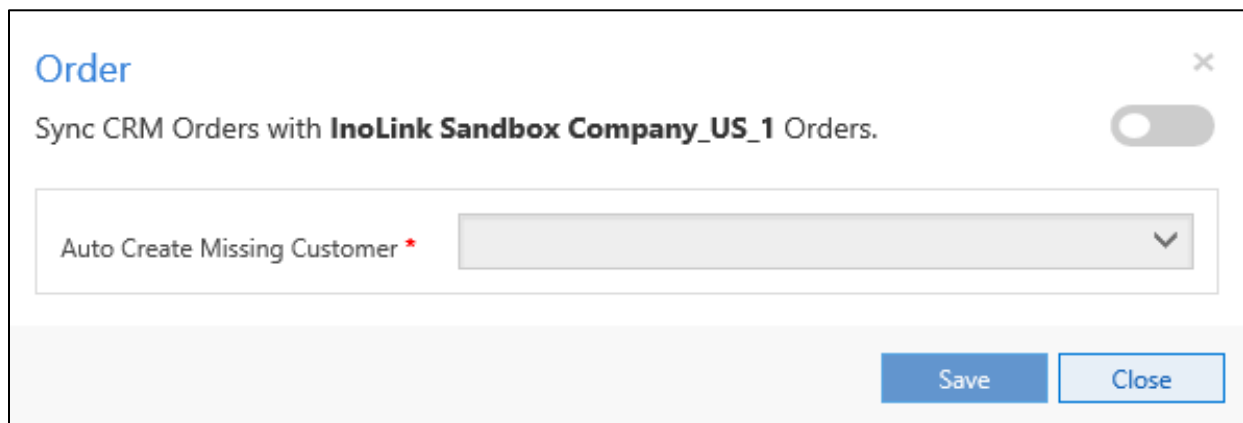
Transaction Settings for **InoLink Sandbox Company_US_1** with CRM Products.

Write-In Product *	Write In [Dropdown]
Line Discount Product *	Line Discount [Dropdown]
Shipping Product *	Shipping Product [Dropdown]
Enable Tax Calculation *	No [Dropdown]

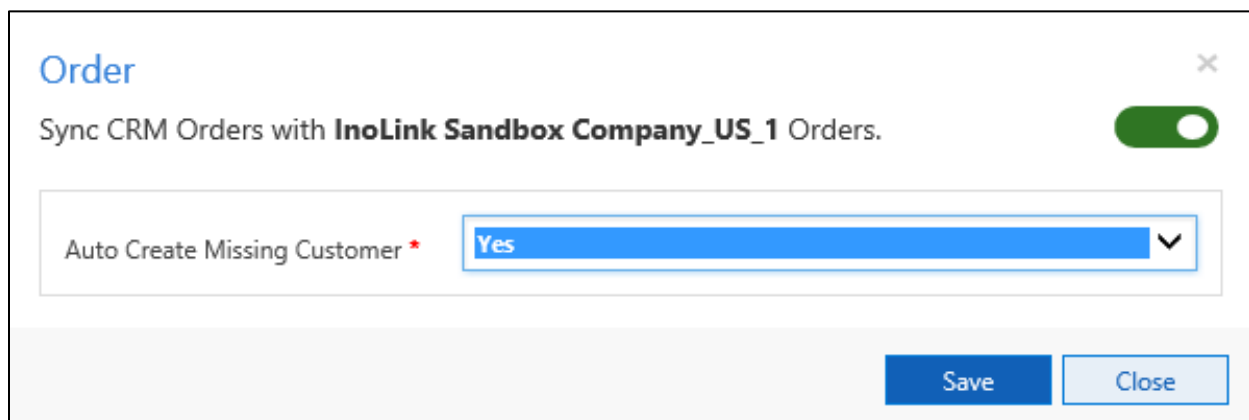
[Sync Tax] [Save] [Close]



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.

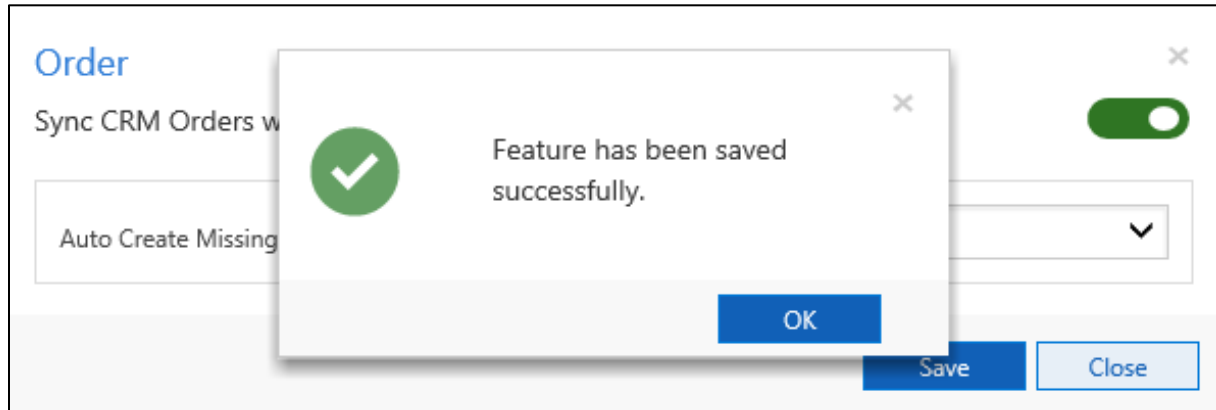


Auto Create Missing Customer:

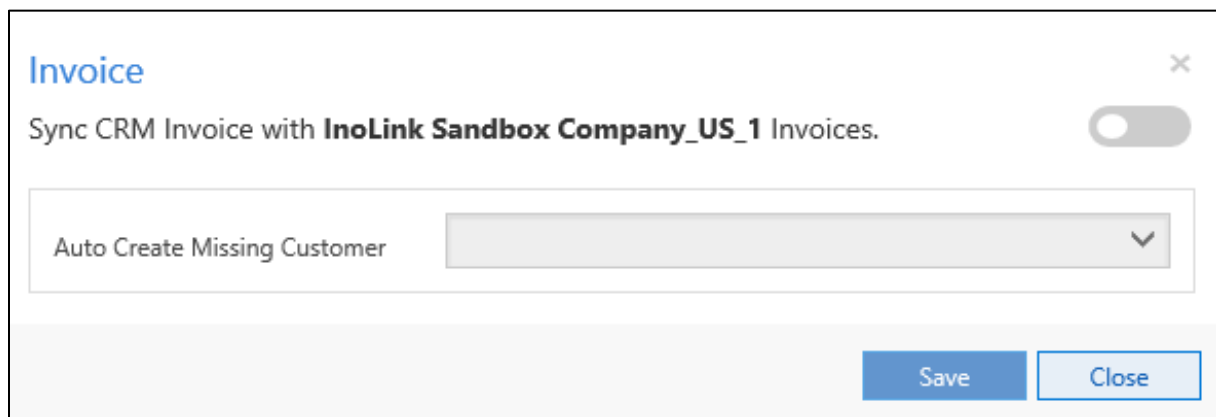
Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

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.

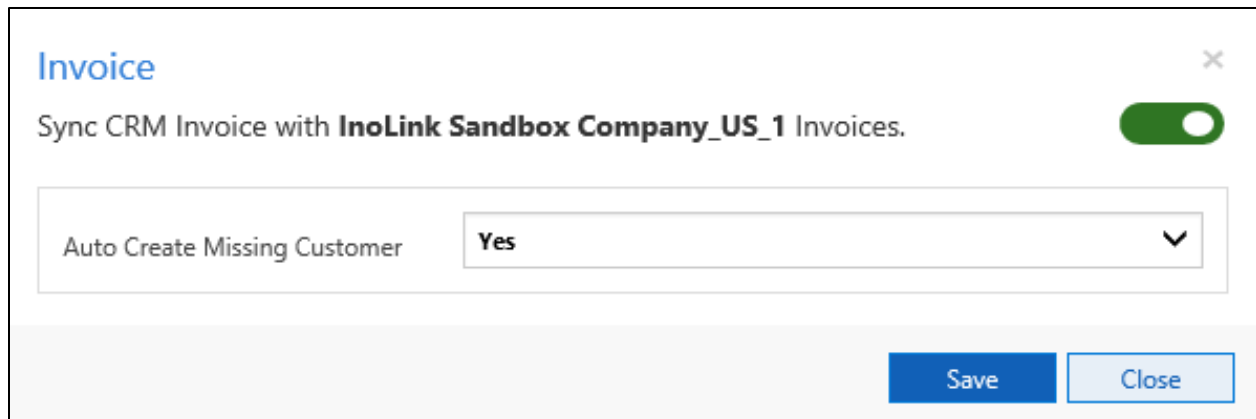
After clicking on **Save** button you will get below success message.



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.



Invoice

Sync CRM Invoice with **InoLink Sandbox Company_US_1** Invoices.

Auto Create Missing Customer **Yes**

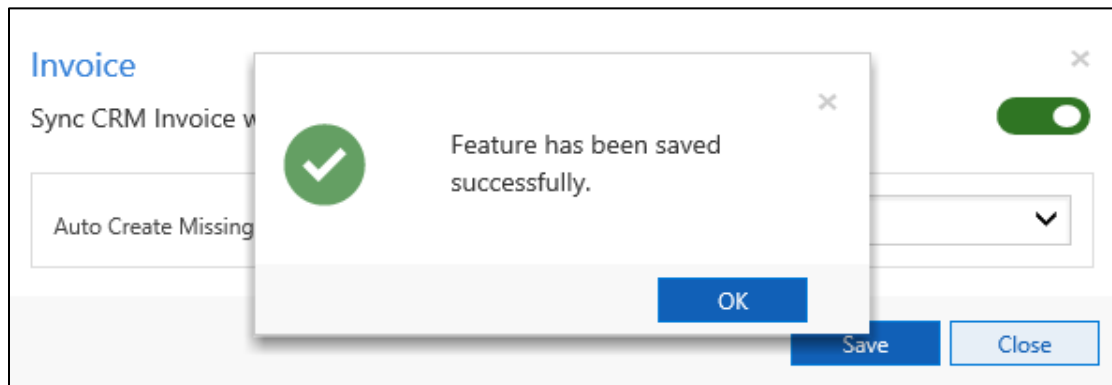
Save **Close**

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?

 Customer Specify if you want to create or update QuickBooks's Customers into Dynamics 365 Accounts/Contacts	 Product Specify if you want to create or update QuickBooks's Products into Dynamics 365 Products
 Transaction History Specify if you want to create or update QuickBooks transaction histories into this organization	 Service Scheduling 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 *

Exact

▼

Deadlock Win

CRM

▼

Allow Primary contact to sync

Allow

▼

Last Modified From

01/01/2010

Save

Close

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**.

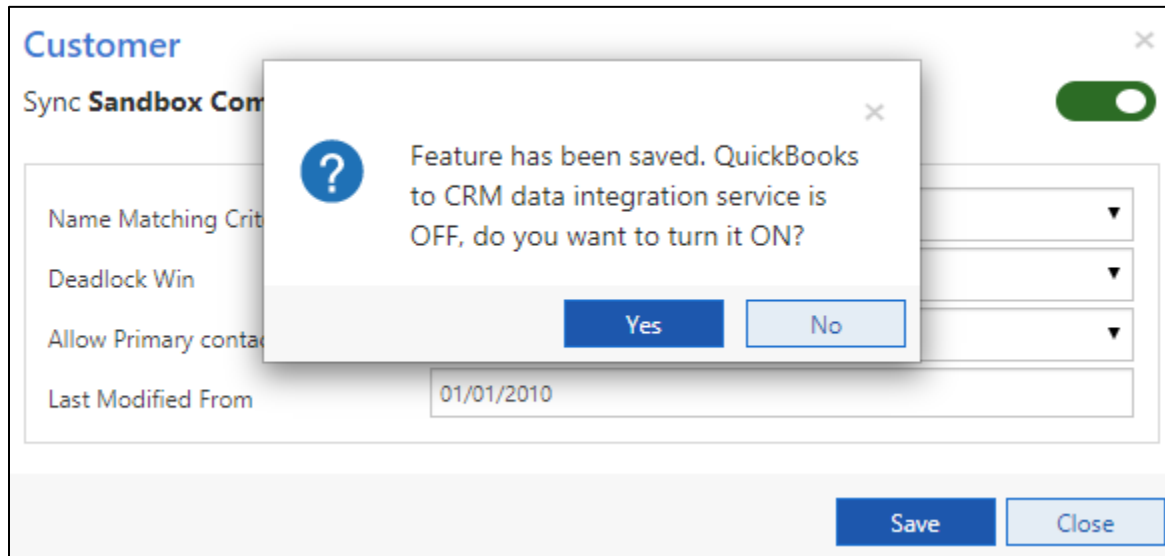
Given that Accounting Contact may be different from the Business Contact stored in Dynamics 365/CRM, you may not want to override the Primary contact set in Dynamics CRM from QuickBooks and vice versa. In that case, set this option as 'Do not Allow'.

Last Modified From:

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

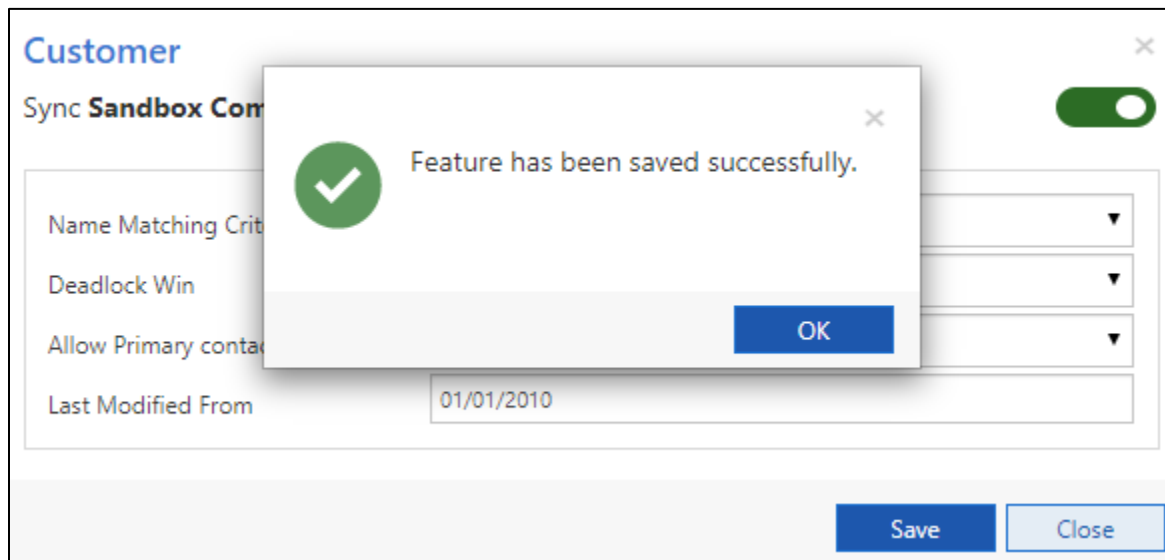
After clicking on **Save** button, depending on whether you have services on or off, you'll get popup message

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:** (empty)
- First name:** Bill
- Middle name:** (empty)
- Last name:** Lucchini
- Suffix:** (empty)
- Email:** Surf@Intuit.com
- Company:** Bill's Windsurf Shop
- Phone:** (415) 444-6538
- Mobile:** (415) 444-6538
- Fax:** (415) 444-6538
- Display name as:** Bill's Windsurf Shop
- Print on check as:** ☒ Use display name
- Other:** (empty)
- Website:** https://www.BillsWindsurfShop.com
- Is sub-customer:** ☐
- Enter parent customer:** (empty)
- Bill with parent:** (empty)
- Address:** 12 Ocean Dr., Half Moon Bay, CA 94213
- Shipping address:** (empty)
- Same as billing address:** ☐

Buttons at the bottom: Cancel, Make inactive, Privacy, Save.

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 page includes the following sections:

- ACCOUNT INFORMATION:**
 - Account Name: Bill's Windsurf Shop
 - Phone: (415) 444-6538
 - Fax: (415) 444-6538
 - Website: https://www.BillsWindsurfShop.com
 - Parent Account: (empty)
 - Ticker Symbol: (empty)
 - Relationship Type: (empty)
 - Product Price List: (empty)
- POSTS:** A section for creating and viewing posts, with a 'POST' button.
- Primary Contact:** Bill Lucchini, with email Surf@Intuit.com and business phone (415) 444-6538.
- CONTACTS:** A list of contacts, including 'adward collen' and 'Bill Lucchini' (Surf@Intuit.com).

The page also shows a 'Summary' tab and a 'Bill's Windsurf Shop' account card with details like 'Account Created By sam admin' and 'Today 12:26'.

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:

The screenshot shows the 'Customer information' form in QuickBooks. The form is divided into several sections: Personal information (Title, First name, Middle name, Last name, Suffix, Email), Company information (Company name, Phone, Mobile, Fax, Other, Website), Billing and Shipping information (Billing address, Shipping address, ZIP code, Country), and a 'Print on check as' section. The 'Print on check as' section has a checkbox for 'Use display name' which is checked. The 'Billing address' is populated with '45 Place d'Europe, Barcelona, Spain, 08907'. The 'Shipping address' is also populated with the same details. The 'Parent Account' field is set to 'Bill's Windsurf Shop'. The 'Is sub-customer' checkbox is checked. The 'Bill with parent' dropdown is set to 'Bill with parent'. The 'Save' button is visible at the bottom right.

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

The screenshot shows the 'Summary' page for the 'Best o' Sales' account in Dynamics CRM. The page is divided into several sections: 'ACCOUNT INFORMATION' (Account Name, Phone, Fax, Website, Parent Account, Ticker Symbol, Relationship Type, Product Price List), 'POSTS' (Enter post here, POST button), 'CONTACTS' (Full Name, Email), and 'ONENOTE'. The 'ACCOUNT INFORMATION' section shows the account name 'Best o' Sales', phone '(415) 444-6538', fax '(415) 444-6537', website 'http://www.BestoSales.com', and parent account 'Bill's Windsurf Shop'. The 'POSTS' section shows a post titled 'Best o' Sales' with the text 'Account: Created By Spencer Low (Sample Data). On Best o' Sales's wall 05-05-2018 23:58'. The 'CONTACTS' section shows 'No Contacts found for this Account. Select Add (+)'. The 'ONENOTE' section is empty.

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 the 'Customer information' form open. The form contains the following fields and values:

- Title:** (empty)
- First name:** Dylan
- Middle name:** (empty)
- Last name:** Sollfrank
- Suffix:** (empty)
- Email:** dylanSollfrank@gmail.com
- Company:** (empty)
- Phone:** (415) 666-0987
- Mobile:** (987) 234-5612
- Fax:** (415) 666-0988
- *Display name as:** Dylan Sollfrank
- Print on check as:** ☒ Use display name
- Other:** (empty)
- Website:** (empty)
- Is sub-customer:** ☐
- Enter parent customer:** (empty)
- Bill with parent:** (empty)
- Address:** 1045 Main St., Half Moon Bay, CA 94213, USA
- Shipping address:** (empty)
- Same as billing address:** ☒

Buttons at the bottom: Cancel, Make inactive, Privacy, Save.

Dynamics CRM side after syncing the contact looks like:

The screenshot shows the Dynamics CRM interface with the contact record for Dylan Sollfrank. The record is displayed in the 'Summary' view, showing the following information:

- CONTACT INFORMATION:**
 - Full Name:** Dylan Sollfrank
 - Job Title:** (empty)
 - Account Name:** (empty)
 - Email:** dylanSollfrank@gmail.com
 - Business Phone:** (415) 666-0987
 - Mobile Phone:** (987) 234-5612
 - Fax:** (415) 666-0988
 - Preferred Method of Contact:** Any
- POSTS:** A post by Dylan Sollfrank, created by sam admin, on Dylan Sollfrank's wall, today 12:36.
- RECENT OPPORTUNITIES:** No opportunities found for this Contact. Select Add (+).

The contact is marked as 'Active'.

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"/>	

Save

Close

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.

Product

Sync **InoLink Sandl**

Name Matching Crit

Deadlock Win *

Unit Group *

Units *

Base Price List *

Decimal Supported *

Last Modified From

Primary Unit

UK

2

01/01/2000

Base Price List currency does not match with company's base currency.

OK

Save Close

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.

Product

Sync **InoLink Sandl**

Name Matching Crit

Deadlock Win *

Unit Group *

Units *

Base Price List *

Decimal Supported *

Last Modified From

Primary Unit

UK

2

01/01/2000

Base Price List selected is not same as the Base Price List selected for integration from CRM to QB.

OK

Save Close

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 with a green checkmark icon and the text 'Feature has been saved successfully.' is centered over the form. The dialog has an 'OK' button. The background form is partially visible, showing fields for 'Name Matching Criteria', '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

Save Close

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	\$-92.98	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
08:00
End Time
17:00

Poll Interval (in minutes)

30

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

Save
Close

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 *

Time

Poll Interval (in hours)

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

OK

Sat ☒ Sun ☒

17:00

InoLink QuickBooks to CRM Low Priority Service

Days *

Poll Interval (in hours)

☒ Mon☒ Tue☒ Wed☒ Thurs☒ Fri☒ Sat☐ Sun

24

InoLink CRM to QuickBooks Service

Days *

Time

Poll Interval (in minutes)

☒ Mon☒ Tue☒ Wed☒ Thurs☒ Fri☒ Sat☐ Sun

Start Time

00:00

End Time

24:00

30

Save

Close

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.

Page 55 of 93

Inlogic 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.

- 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 interface for the 'InoLink QuickBooks to CRM High Priority Service'. At the top, there is a green toggle switch that is turned on. Below the title, there is a section for 'Days' with checkboxes for Mon, Tue, Wed, Thurs, Fri, Sat, and Sun, all of which are checked. Under the 'Time' section, there are two dropdown menus: 'Start Time' set to '08:00' and 'End Time' set to '17:00'. At the bottom, there is a 'Poll Interval (in minutes)' field with the value '30' entered.

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:
- Toggle:** Click on the toggle button to switch on/off the service.
 - Days:** Indicates on which days your service will run. The service will trigger only on the selected days.
 - 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 interface for the 'InoLink QuickBooks to CRM Low Priority Service'. At the top, there is a green toggle switch that is turned on. Below the title, there is a section for 'Days' with checkboxes for Mon, Tue, Wed, Thurs, Fri, Sat, and Sun. The checkboxes for Mon, Tue, Wed, Thurs, Fri, and Sat are checked, while the checkbox for Sun is unchecked. Under the 'Poll Interval (in hours)' section, there is a dropdown menu with the value '24' selected.

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:
- 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: Account ▼ Use Saved View: My Active Acco ▼ Show: All records ▼

Search Results:

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

« < 1 > »

Smart Match Save Close

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.

Link Existing Products

Link your existing CRM Products with Accounting Company Products

Look for: Use Saved View: Show:

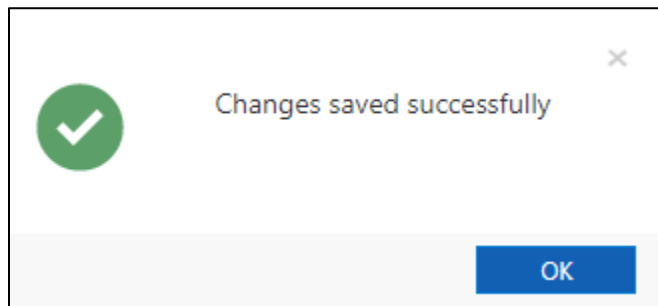
Search Results:

CRM Product	Accounting Company Product
IPX	IPX
LCD TV	LCD TV
Lighting	Lighting
Line Discount	Line Discount
LK6N	LK6N
LKP	LKP
Maintenance & Repair	Maintenance & Repair
MG2	MG2
Misc	Misc
N7	N7

<< < 1 > >>

Smart Match Save Close

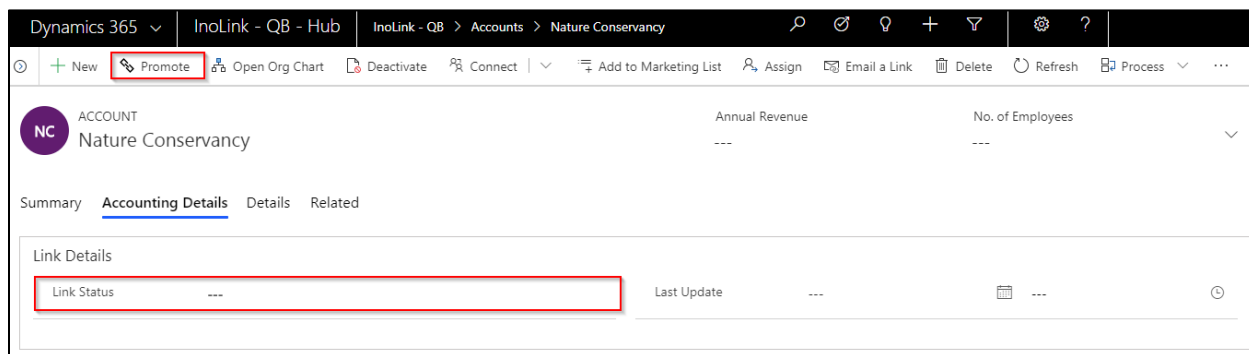
After clicking on **Smart Match** and **Save** button user will get below displayed message.



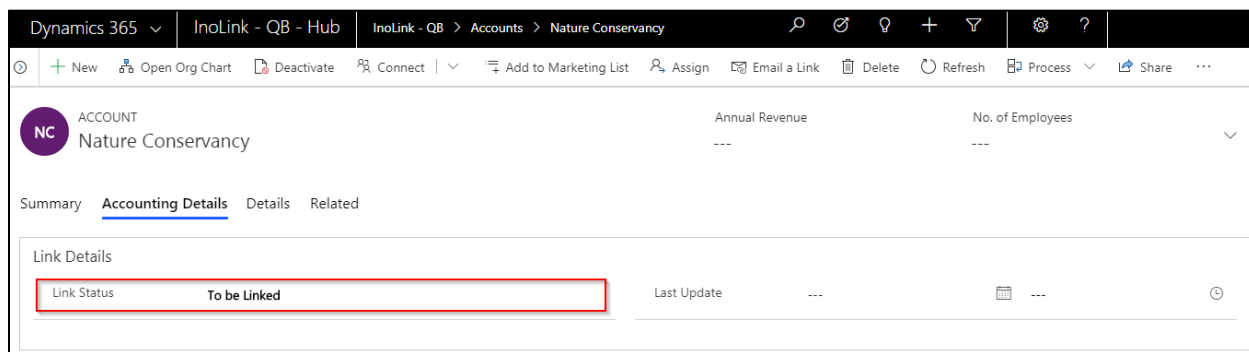
How to sync Dynamics 365 Data to QuickBooks: (Accounts, Contacts, Products, Quotes and Invoices)

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.

Dynamics 365 | InoLink - QB - Hub | Settings > Link Jobs > Link Job for account

LINK JOB
Link Job for account

Accounting Company
Sandbox Company U...

General | Related

Name * Link Job for account

Entity Type

Account	Nature Conservancy	Contact	---	Product	---
Quote	---	Sales Order	---	Invoice	---
Sales Transactions	---	Payments	---	Price List	---
Tax Code	---	Tax Rate	---		

Link Job Details

Link Status	Queued	Source	CRM
-------------	--------	--------	-----

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.

Dynamics 365 | InoLink - QB - Hub | InoLink - QB > Accounts > Nature Conservancy

New | **UnLink** | Open Org Chart | Deactivate | Connect | Add to Marketing List | Assign | Email a Link | Delete | Refresh | Process | Share

ACCOUNT
Nature Conservancy

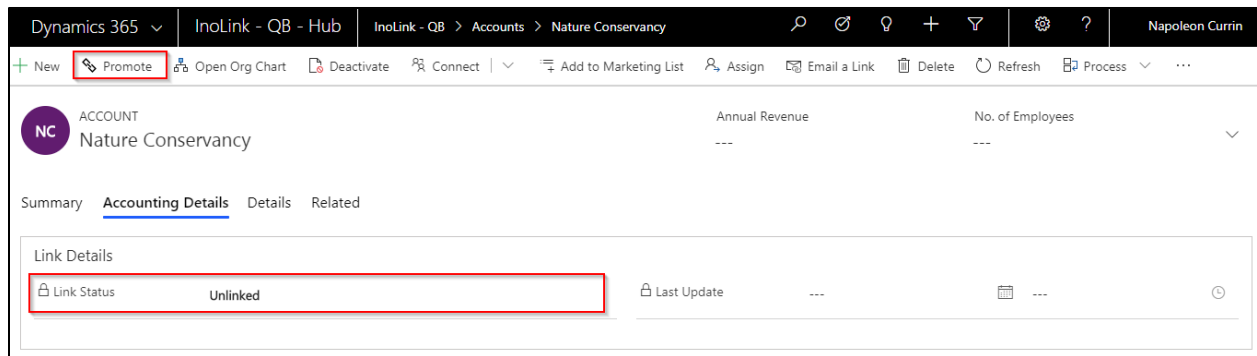
Annual Revenue --- No. of Employees ---

Summary | **Accounting Details** | Details | Related

Link Details

Link Status	Linked	Last Update	---
-------------	--------	-------------	-----

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

Account Mappings:

CRM Attribute Name	QB Attribute Name	Description
Account Name	Company Name	<p>Note: when you sync from CRM to QB, Account name gets mapped to Company name and Customer name is set as Company name.</p> <p>Also when you sync from QB to CRM check if Customer contains Company name then sync that customer as Account in CRM.</p>
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.

		Note: 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. Note: Price Lists/Price Levels should have the same names in both systems. This is not available for sync in QuickBooks Online.
Owner	Rep	Note: 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. 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. 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. Note: 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. Primary Contact ↔ Contact Salutation ↔ Full Name (Salutation) First Name ↔ Full Name (First Name) Middle Name ↔ Full Name (Middle)Initials(only Middle Initials must specify) Last Name ↔ Last Name
Category	Customer Type	Category of CRM Account gets mapped with Customer Type in QB customer and vice versa. Note: both CRM and QuickBooks system must have same Category and Customer type.
Address section	Address Details /Invoice Bill To	Note: CRM addresses Lines are get mapped to QB Address details as follows. CRM address ↔ QB address Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3 ↔ Address City ↔ City State/Province ↔ State/Province Zip/Postal Code ↔ Zip/Postal Code 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. Note: Payment terms should have the same names in both systems.
Owner	Rep	Note: 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. 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. Note: 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. Note: both systems must have same Price Lists/Price Levels names. This is not available for sync in QuickBooks Online.
Address section	Address Details /Invoice Bill To	Note: CRM addresses Lines gets mapped to QB Address details as follows. CRM address ↔ QB address Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3 ↔ Address City ↔ City

		State/Province ↔ State/Province Zip/Postal Code ↔ Zip/Postal Code Country/Region ↔ Country/Region
--	--	---

Product Mappings:

CRM Attribute Name	QB Attribute Name	Description
ID	Item Name/Number	Note: 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	Note: 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	Note : we have define mappings for product type as follows CRM ↔ QuickBooks Services ↔ Service Sales Inventory ↔ Inventory Part Non Inventory ↔ Non-Inventory Part 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 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.

		<div> <div>Product</div> <div>Sync Sandbox Company Products with CRM Products.</div> <div> <div>Name Matching Criteria *</div> <div>Exact</div> </div> <div> <div>Deadlock Win *</div> <div>CRM</div> </div> <div> <div>Unit Group *</div> <div>Default Unit</div> </div> <div> <div>Units *</div> <div>Primary Unit</div> </div> <div> <div>Base Price List *</div> <div>UK Price List</div> </div> <div> <div>Decimal Supported *</div> <div>2</div> </div> </div>
--	--	---

		<p>Note: When you sync Products from CRM to QuickBooks it is necessary to set Asset Account, Income Account and COGS account. The defaults are read from the Product preferences.</p>									
NA	Asset Account(only for inventory part)	<div> <div>Select Inventory Accounts</div> <table> <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> </div>	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)	<div> <div>Select Inventory Accounts</div> <table> <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> </div>	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)	<div> <div>Select Inventory Accounts</div> <table> <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> </div>	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.

The screenshot displays the InoLink interface for an invoice titled 'Laptop'. The top navigation bar includes buttons for 'New', 'Promote' (highlighted in red), 'Delete', 'Refresh', 'Look Up Address', 'Invoice Paid', 'Cancel Invoice', 'Recalculate', 'Get Products', 'Lock Pricing', and a menu icon. The invoice details show a total amount of \$750.00 and a status of 'Active'. The 'Summary' tab is selected, showing fields for 'Invoice ID' (INV-01000-B6H0G0), 'Name' (Laptop), 'Currency' (US Dollar), 'Price List' (US Price List), and 'Prices Locked' (No). The 'PRODUCTS' section lists 'Dell Inspiron Not Configured' for \$750.00. The 'SALES INFORMATION' section shows 'Opportunity' (---), 'Order' (---), 'Customer' (Nature Conservancy), and 'Description' (---). Below the invoice details, the 'Integration' tab is selected, showing a 'Link Status' field with the value 'To be Linked' and an 'Accounting Ref' field with the value '---'.

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.

The screenshot shows the same InoLink interface for the 'Laptop' invoice. The 'Integration' tab is still selected, but the 'Link Status' field now shows 'Linked' instead of 'To be Linked'. The 'Accounting Ref' field now shows '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/CRM interface for an order named 'Speakers'. The ribbon bar at the top includes buttons for 'New', 'Promote' (highlighted with a red box), 'Delete', 'Refresh', 'Create Invoice', 'Process', 'Fulfill Order', 'Cancel Order', 'Recalculate', 'Get Products', and 'Lock Pricing'. The order details show a total amount of \$350.00 and a status of 'Active'. The 'Summary' tab is selected, displaying fields for Order ID (ORD-01000-R5W5B8), Name (Speakers), Currency (US Dollar), Price List (US Price List), and Prices Locked (No). The 'PRODUCTS' section shows a table with columns for Product, Proper..., Price Pe..., Quantity, Disco..., and Extended A... The table contains one row for 'JBL Flip 3' with a quantity of 2.00000 and an extended amount of \$350.00. The 'SALES INFORMATION' section shows fields for Opportunity, Quote, and Potential Customer (Nature Conservancy). The 'DESCRIPTION' section is also visible.

The screenshot shows the Dynamics 365/CRM interface for the same order 'Speakers'. The 'Integration' tab is selected, displaying the 'Link Status' field, which is highlighted with a red box and set to 'To be Linked'. The 'Accounting Ref' field is also visible, set to '---'.

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 Dynamics 365/CRM interface for the same order 'Speakers'. The 'Integration' tab is selected, displaying the 'Link Status' field, which is highlighted with a red box and set to 'Linked'. The 'Accounting Ref' field is also visible, set to '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	Error	Source	CRM
Submitted By		Submitted At	4/1/2019 3:58 PM
Processed At	4/1/2019 3:58 PM	Accounting ID	---
Processed Counts	1		
Error Description	Not all Line Items are linked for this Sales Order.		

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

Import Transactions

New transaction

Unbilled Last 365 Days

Unpaid Last 365 Days

Paid

\$25 1 ESTIMATE	\$375 2 UNBILLED ACTIVITY	\$8,512 24 OVERDUE	\$9,020 27 OPEN INVOICES	\$0 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 Email (Separate emails with a comma) ☐ Send later Co/Sec

BALANCE DUE
\$508.64
[Receive payment](#)

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

#	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	NKS-1P	Nokia 6.1 Plus	1	500	500.00	
5						

Add lines Clear all lines Add subtotal 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	Note: CRM addresses of customers Lines are mapped to QB Address details as follows. CRM address ↔ QB address Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3 ↔Address City ↔ City State/Province ↔ State/Province Zip/Postal Code ↔ Zip/Postal Code Country/Region ↔ Country/Region
Name	Memo	Name gets mapped to memo
Payment Terms	Terms	Payment Terms gets mapped to Terms
Owner	Rep	Note: 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. Note: This is not available in QuickBooks Online.
Tax	Sales Tax	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.
Quote Product Mappings		
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 Note: 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	Note : 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	Note: CRM addresses Lines are mapped to QB Address details as follows. CRM address ↔ QB address Address Name+Address 1:Primary Contact Name+Street 1+Street 2+Street 3 ↔ Address City ↔ City State/Province ↔ State/Province Zip/Postal Code ↔ Zip/Postal Code 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	Note: 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. Note: this feature is unavailable in QuickBooks Online.
Requested Delivery Date	Ship Date	Requested Delivery Date gets mapped to Ship Date
Invoice Product Mappings		
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 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	Note : amount gets calculated automatically in QB
Manual Discount	Item (Discount from special product mappings)	Manual Discount gets mapped to Discount from special product mappings

How to sync QuickBooks Data to Dynamics 365/CRM

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

08:00

End Time

17:00

Poll Interval (in minutes)

30

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

Save

Close

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

08:00

 End Time

17:00

Poll Interval (in minutes)

30

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

Save

Close

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		
<=30	🔒	\$120.00	31 - 60	🔒	\$0.00
			61 - 90	🔒	\$428.40
			>90	🔒	\$0.00
1/13/2014					
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	
Sales by Customer Summary	
All Transactions	
	◊ Jan 13, 14 ◊
Adventure Works (sample) ▶	4,330.00 ◀
TOTAL	<u>4,330.00</u>
Info Media Inc	
Sales by Customer Summary	
January 1 - 13, 2014	
	◊ Jan 1 - 13, 14 ◊
Adventure Works (sample) ▶	2,870.00 ◀
TOTAL	<u>2,870.00</u>

Info Media Inc	
A/R Aging Summary	
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

Inogic

Add notes

Edit

New transaction

£0.00 OPEN

£0.00 OVERDUE

Transaction List

Customer Details

Batch actions

Filter

	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	Print
<input type="checkbox"/>	20/12/2018	Sales Receipt	1016		£0.00	£150.00	£7.50	£157.50	Paid	Print
<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	Print

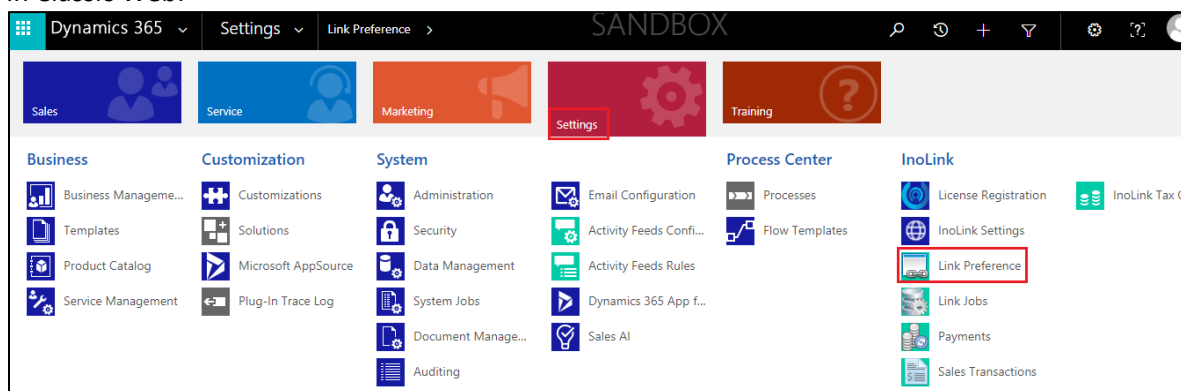
Note: All of the transactions are imported and stored within the Dynamics 365/CRM database. This allows you to implement Field Level Security to handle access to Accounting Details by only authorized Dynamics 365/CRM users.

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.

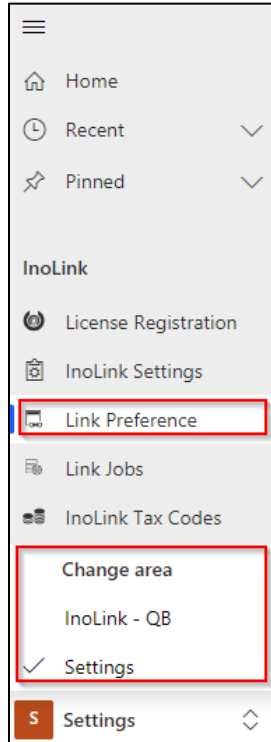
Link Preferences

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.

Active Link Preference

Search for records

✓	Name	↑	▼	Feat...	▼	Dire...	▼	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

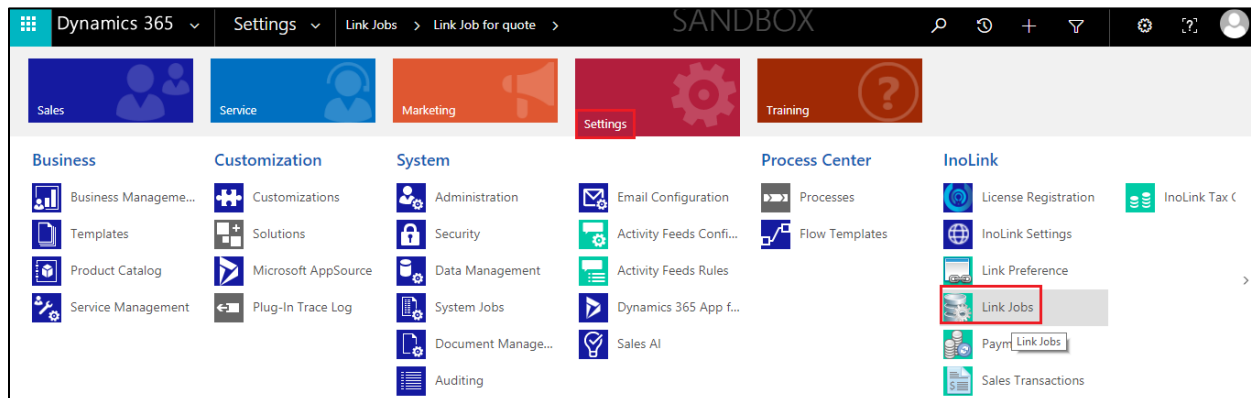
Allow Primary Contact sync

Yes

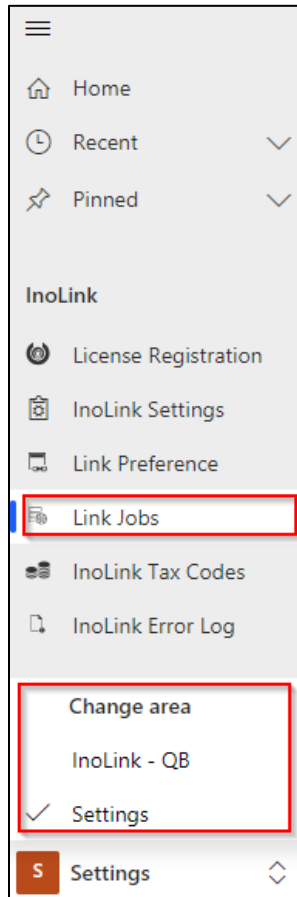
Link Jobs

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

In Classis Web:



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

Link Job for account

Accounting Company

Sandbox Company U...

General

Related

Name

Link Job for account

Entity Type

Account	Nature Conservancy	Contact	---	Product	---
Quote	---	Sales Order	---	Invoice	---
Sales Transactions	---	Payments	---	Price List	---
Tax Code	---	Tax Rate	---		

Link Job Details

Link Status

Success

--Select--

Success

Error

Queued

Submitted By

Processed At

Processed Counts

1

Source

CRM

Submitted At

01-04-2019 15:33

Accounting ID

1906

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.

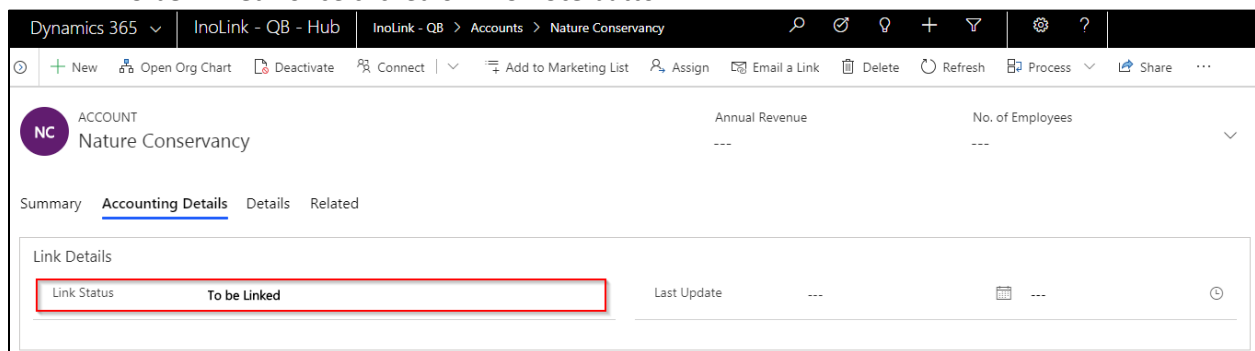
Processed Count: This represents the number of times the record was processed and this is used while data is synced from QuickBooks to Dynamics CRM, if the record gets into error status.

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.

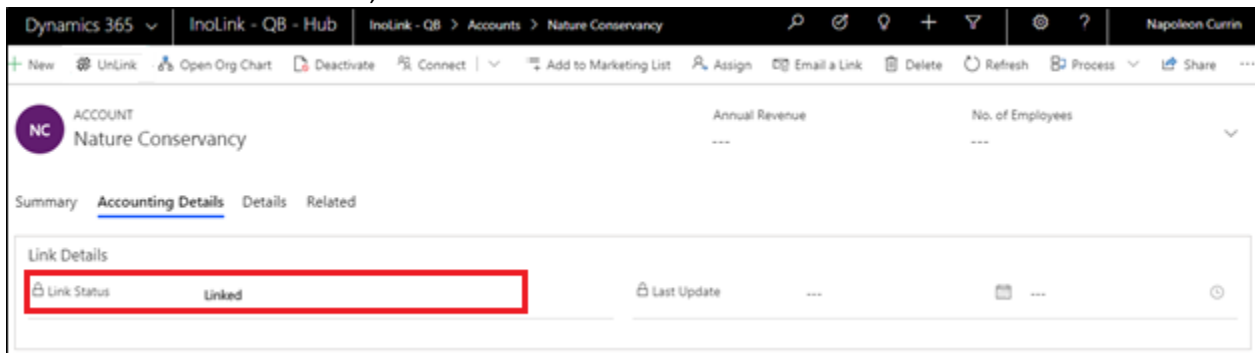
What triggers a job request?

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.

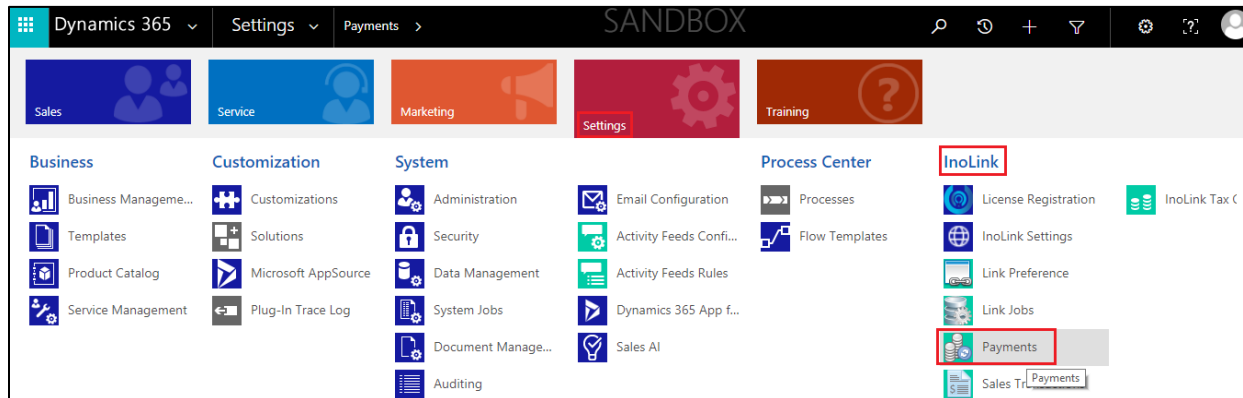


2. On update on linked records the Link Job will be created.

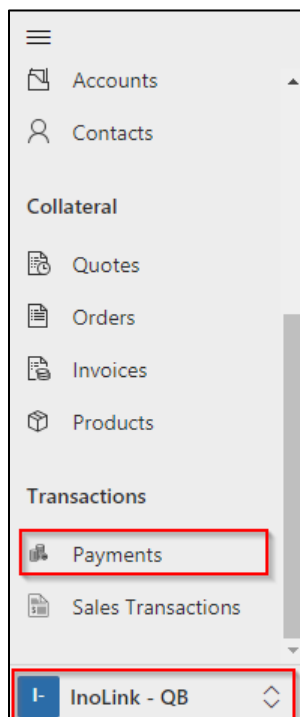
Payments

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

<div>✓</div>	<div>Name</div>	<div>↕</div>	<div>▼</div>	<div>Account</div>	<div>↕</div>	<div>▼</div>	<div>Contact</div>	<div>↕</div>	<div>▼</div>	<div>Ref Number</div>	<div>↕</div>	<div>▼</div>	<div>Date</div>	<div>↓</div>	<div>▼</div>	<div>Total</div>	<div>↕</div>	<div>Payment Method</div>	<div>↕</div>	<div>▼</div>
	RECEIVE PAYMENTS			Nature Conservancy			Casey Testloff			---			3/31/2019			\$0.00		---		

PAYMENTS/REFUNDS

RECEIVE PAYMENTS

Read only

Transaction Type

RECEIVE PAYMENTS

Date

3/31/2019

General

Applied Transactions

Notes

Related

Ref Number

Customer

Nature Conservancy

Customer

Casey Testloff

Amount Due

\$0.00

Discount and Credit Applied

Applied

\$0.00

Unused Payments

\$0.00

Payment Method

Sales Rep

*

sam sam

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

RECEIVE PAYMENTS

Read only

General

Notes

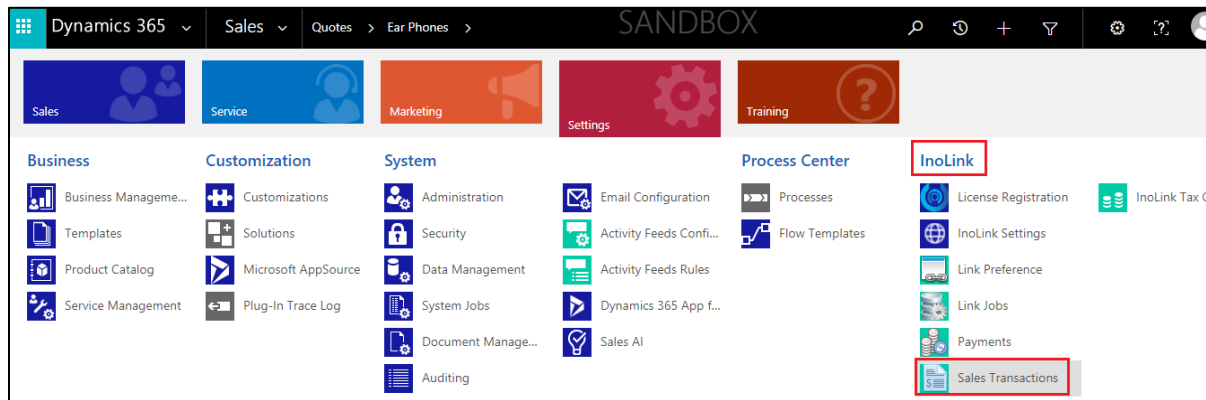
Related

Ref Number	---	Payments	<div><div></div>RECEIVE PAYMENTS</div>
Amount	\$2,160.00	Sales Transactions	<div><div></div>INVOICE - 1091</div>
Owner	<div><div>*</div><div></div><div></div><div>sam sam</div></div>		

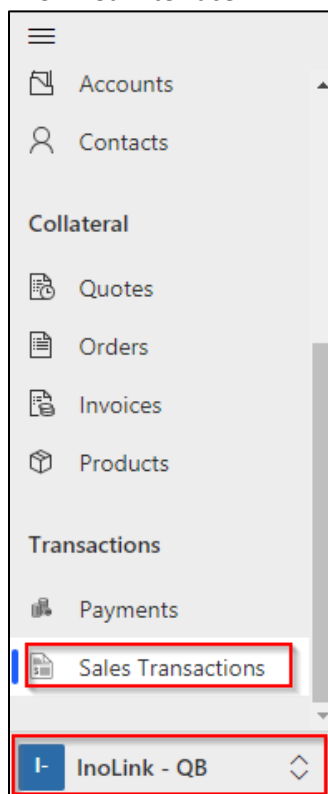
Sales Transaction

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:



INC

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

License Registration

InoLink Tax Codes

My Apps

Microsoft Flows

InoLink Settings

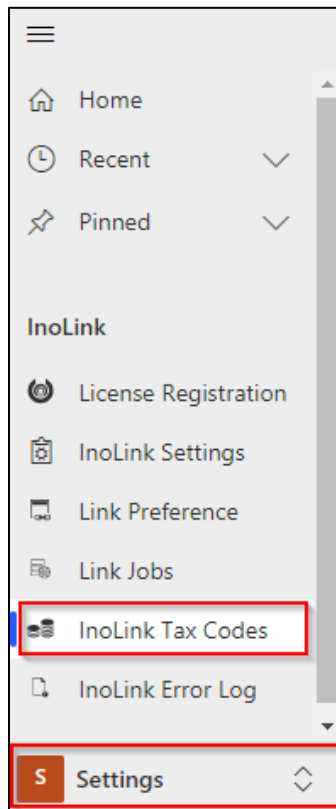
InoLink Error Log

Link Preference

Link Jobs

Payments

In Unified Interface:



The screenshot shows the 'Active Tax Codes' table in the InoLink Unified Interface. The table header is 'Active Tax Codes' (highlighted with a red box). The table contains two rows of data:

✓	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 shows the Dynamics 365 Field Service Settings > Tax Codes page. The 'Active Tax Codes' dropdown is highlighted. The left navigation pane shows 'Tax Codes' and 'Settings' highlighted. The main table lists four tax codes: AZ State tax, California, Tucson, and Tucson City, with columns for Name, Act as Tax Group, Tax Rate %, Products Taxable, Services Taxable, and Created On.

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.

Contact Us

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