InoLink Cloud – User Manual

Introduction

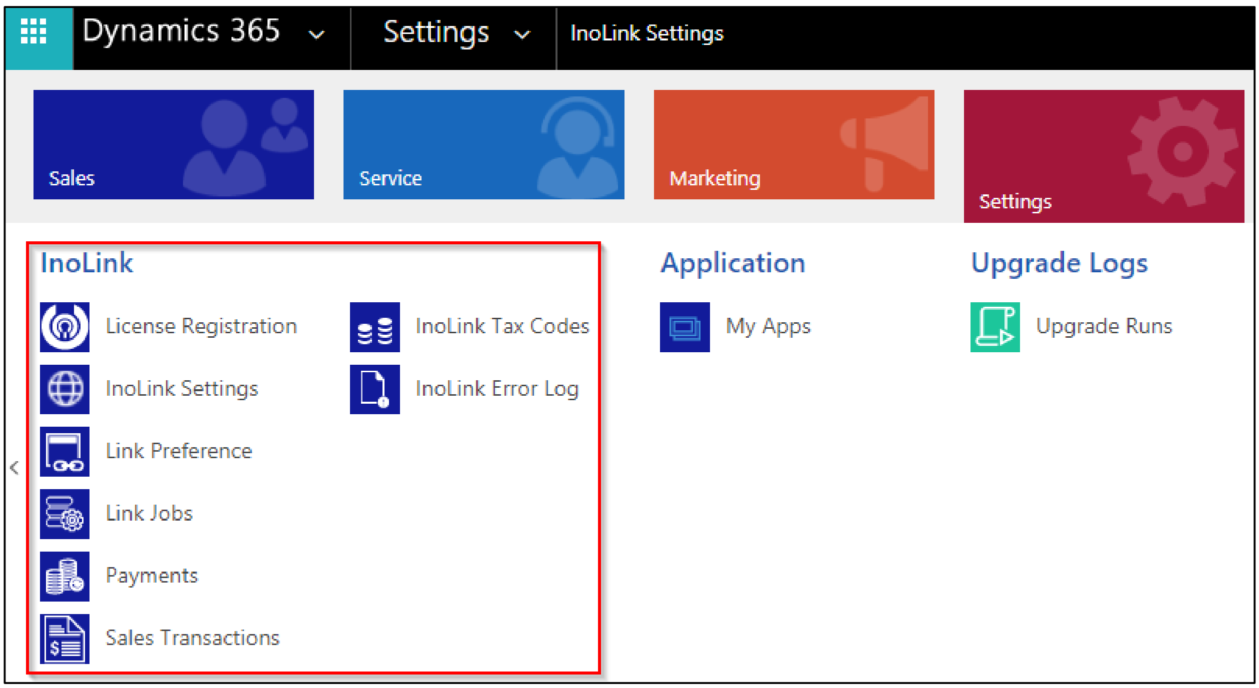
InoLink is an integration tool aimed at synchronizing data between Dynamics 365/CRM Online and multiple Intuit QuickBooks (Online) to provide a 360 degree view of Customer accounting details to the sales team, within Dynamics 365/CRM.

- ✓ 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

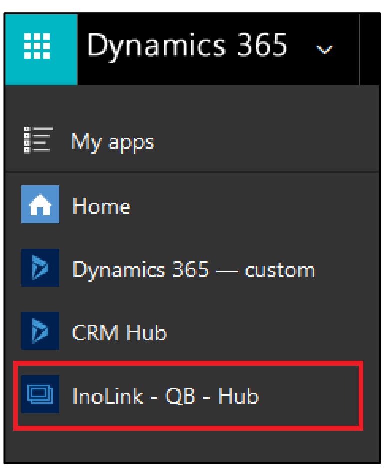
InoLink Settings

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:

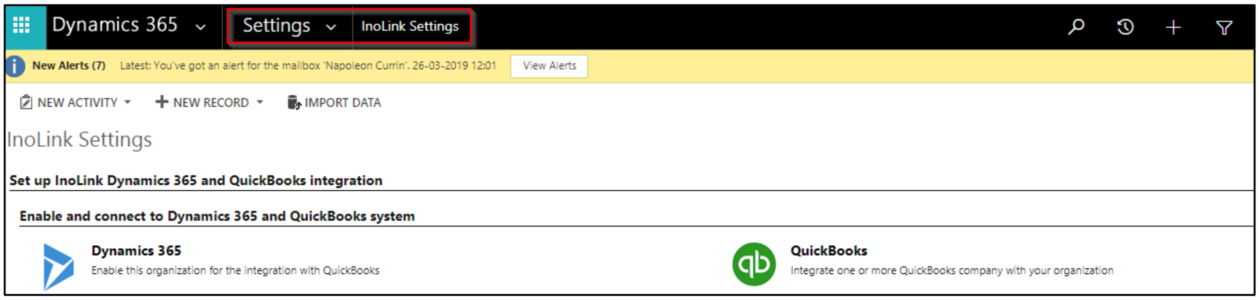


In Unified Interface:

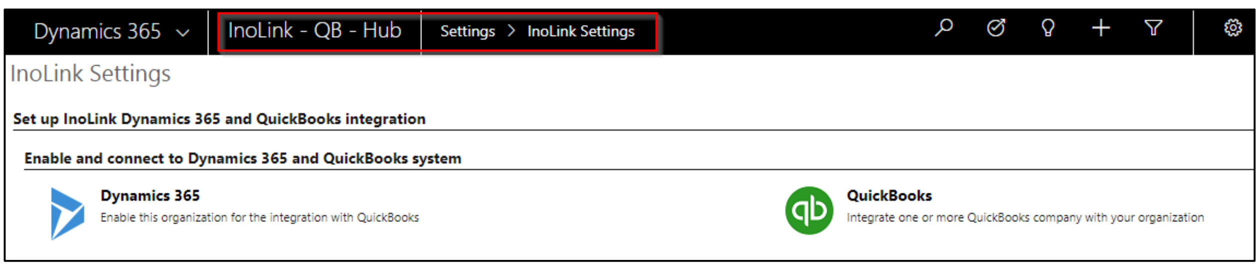


Note: InoLink new version solution **doesn't support** the Dynamics CRM On-Premise type of deployment. It only supports the Online and IFD i.e. Partner hosted system type of Dynamics CRM.

In Classic Web:



In Unified Interface:

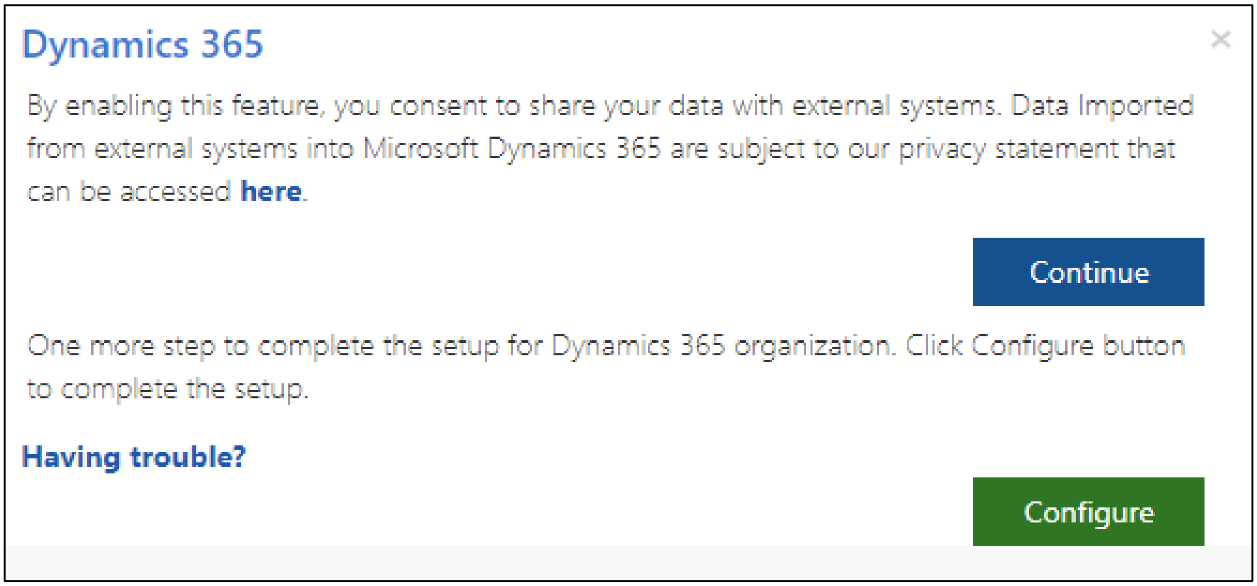


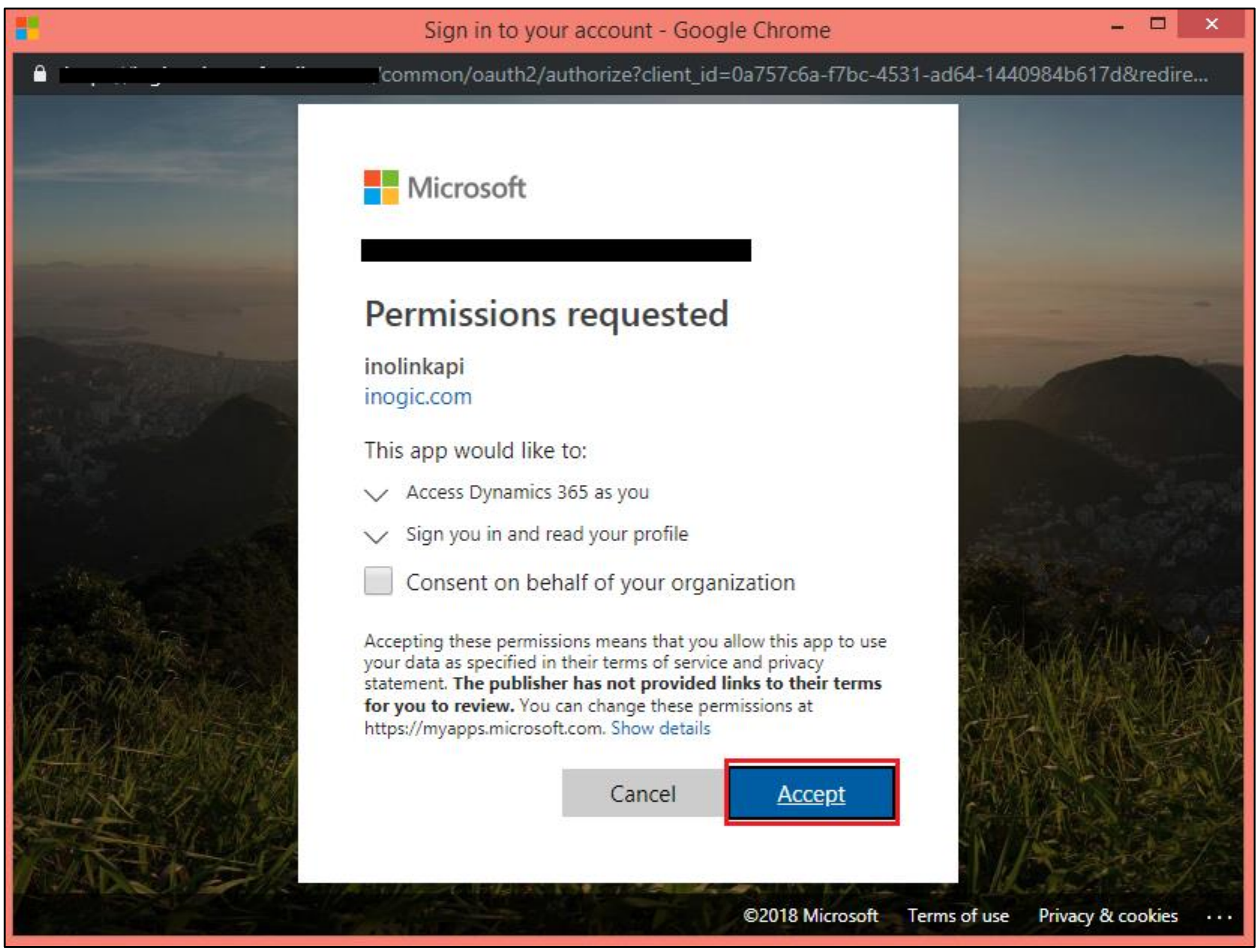
Enable and connect to Dynamics 365 and QuickBooks system:

a. Connect to Dynamics 365:

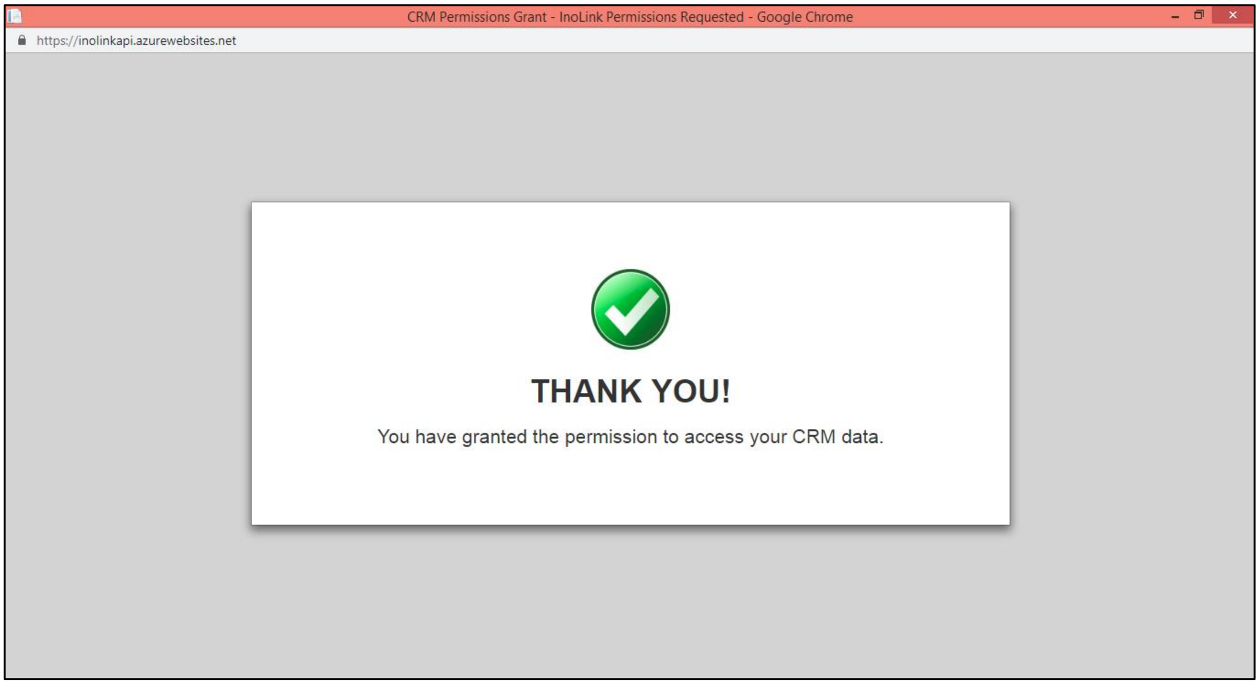
The user needs to connect the Dynamics CRM system first. After selecting the Dynamics 365 group you will get the following window shown below. Here user will get two options.

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.

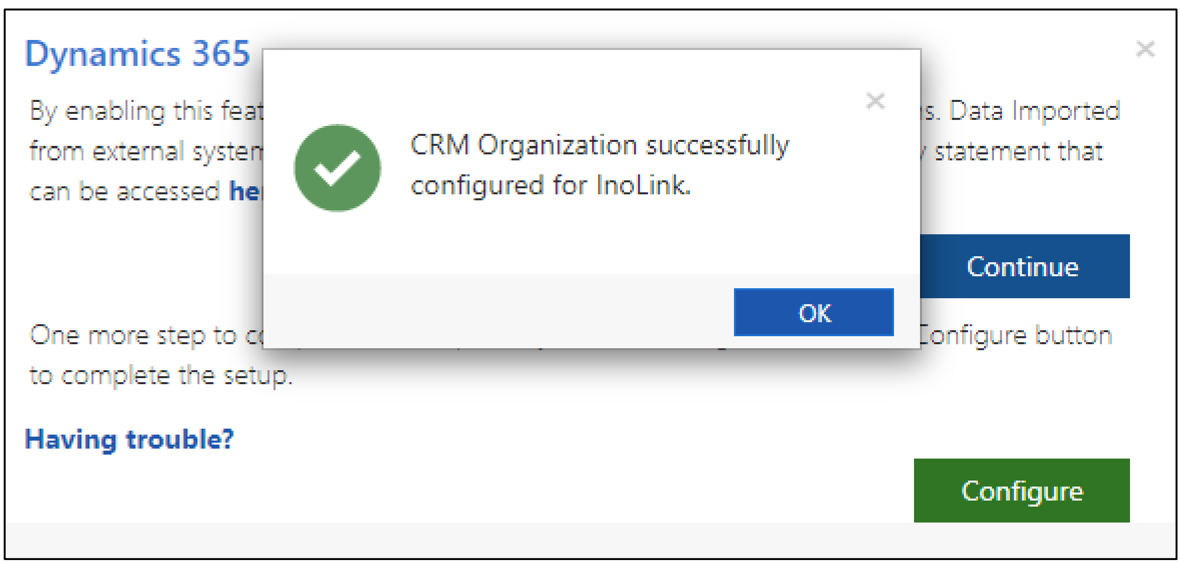




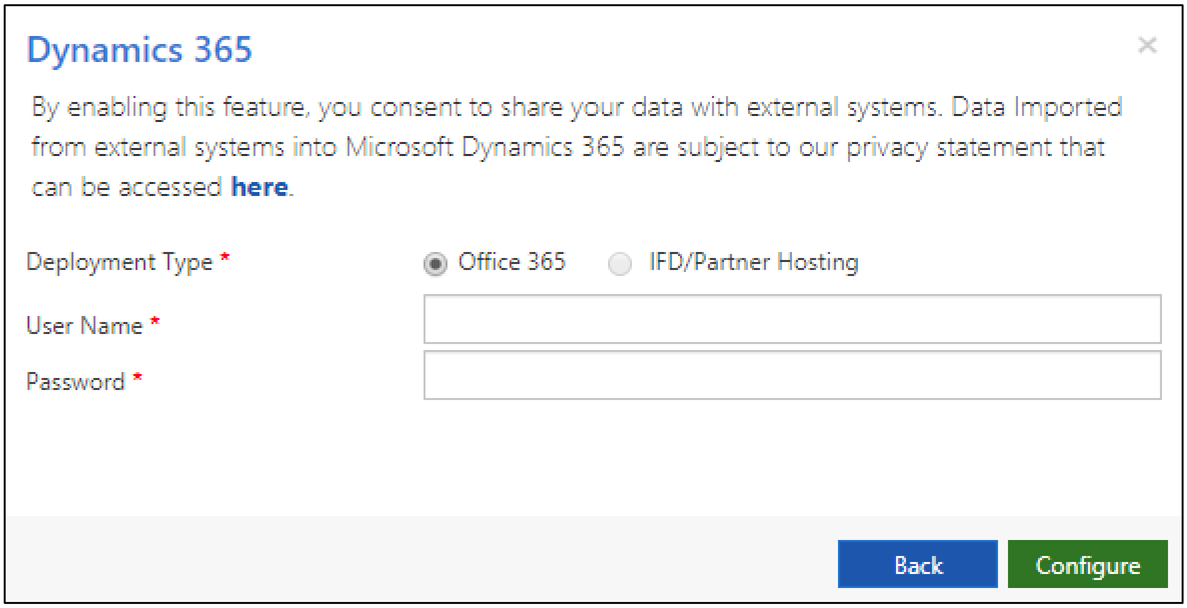
2. Once you accept this permission you will get **Thank You page**.



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



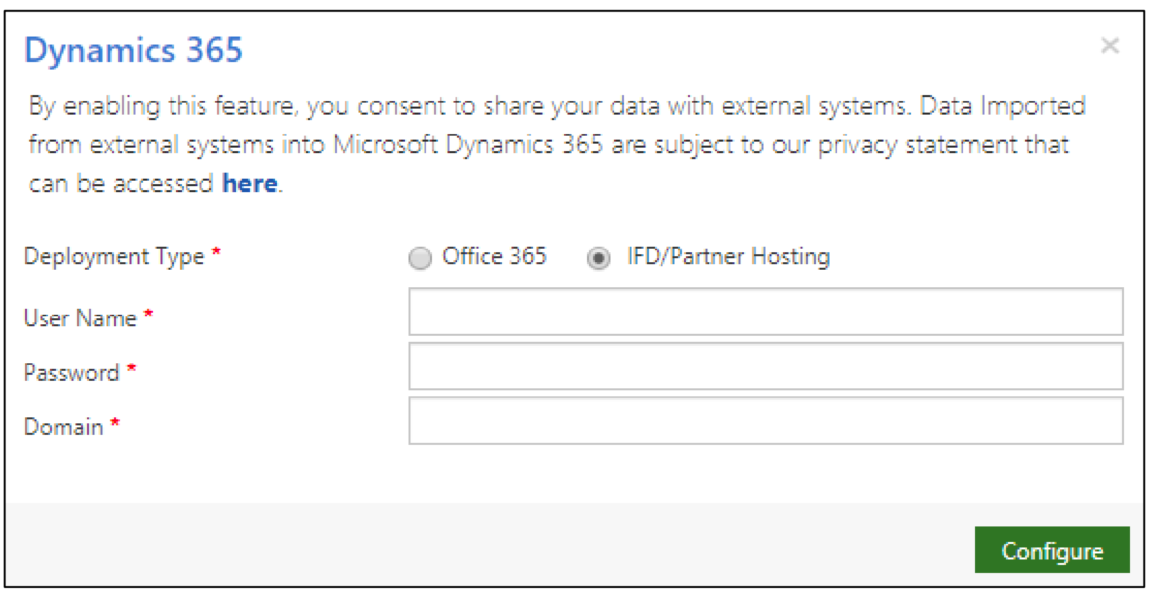
4. Also, there is an option of **Having Trouble** using which user needs to provide the **User Name** and **Password** in case the user is unable to configure the systems with normal procedure.



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.



Connect and configure QuickBooks:

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

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

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

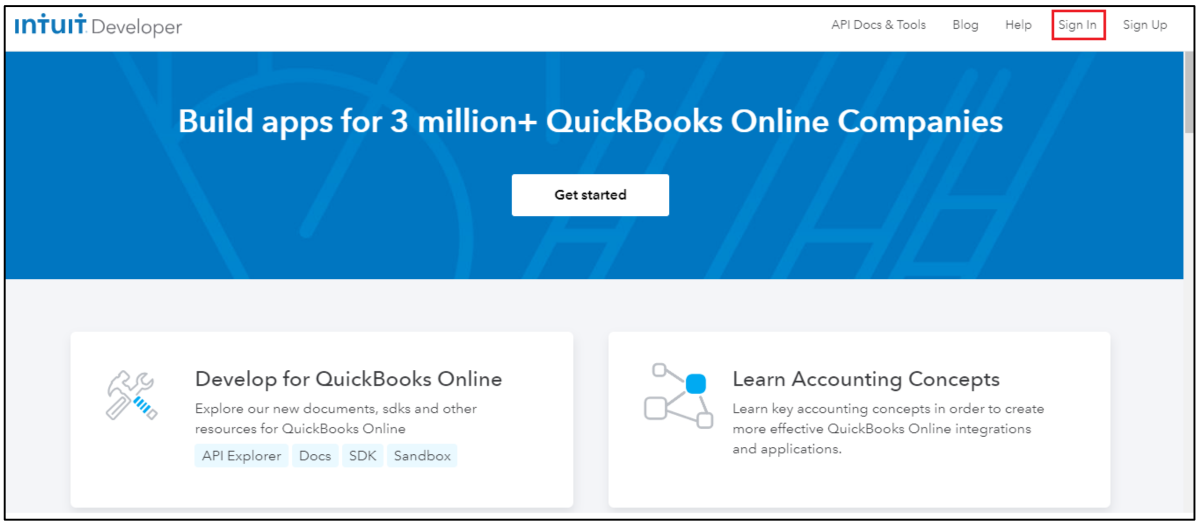
You need to copy the below link and paste it in QuickBooks

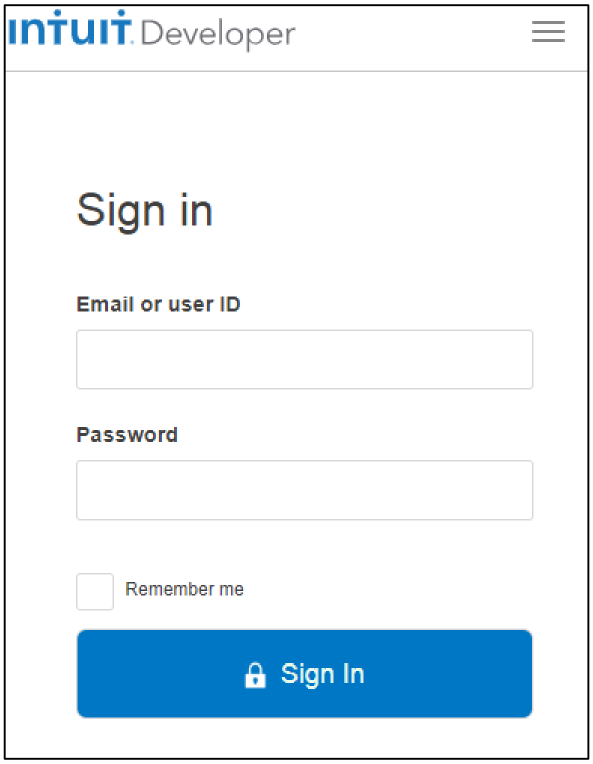
Link: https://inolinkapi.azurewebsites.net/QBResponse/AccessToken

Steps to enter redirect URI in QuickBooks.

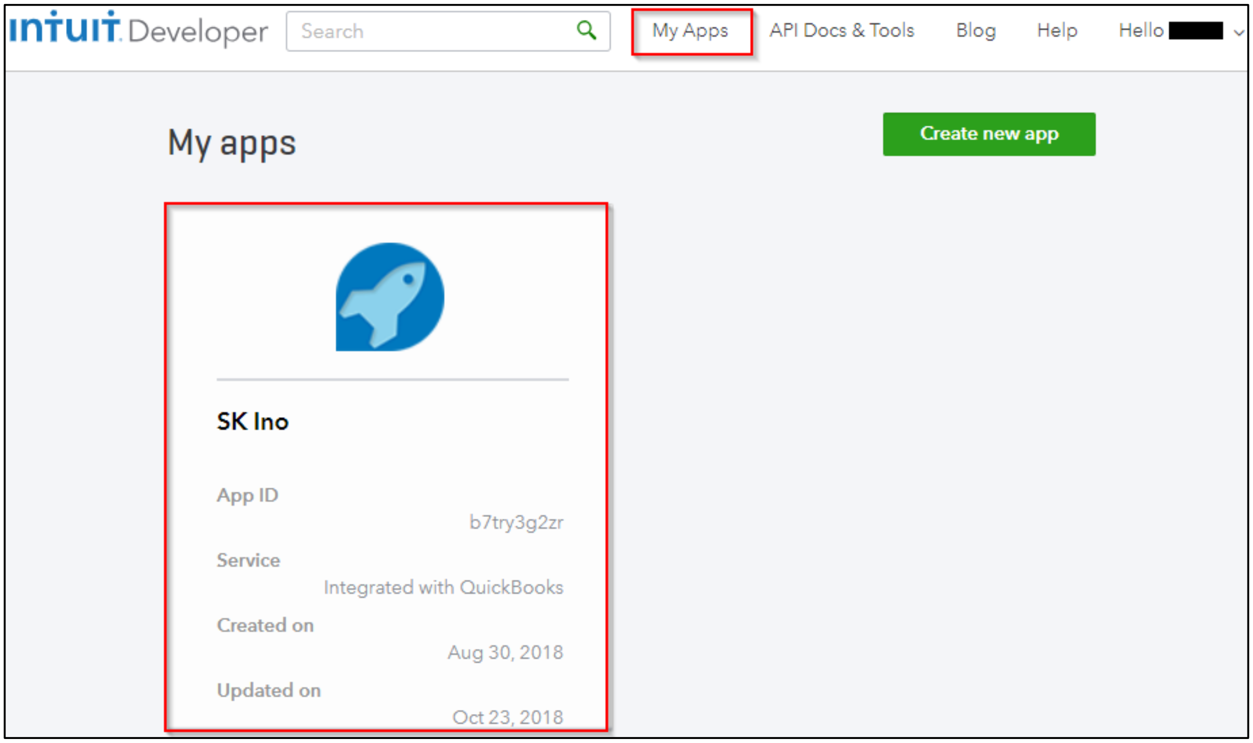
Step 1: Copy the above link.

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

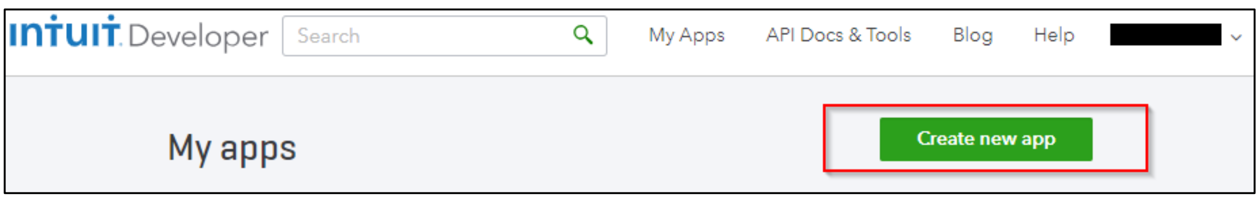



intuit Developer
Sign in
Email or user ID
Password
Remember me
Sign In

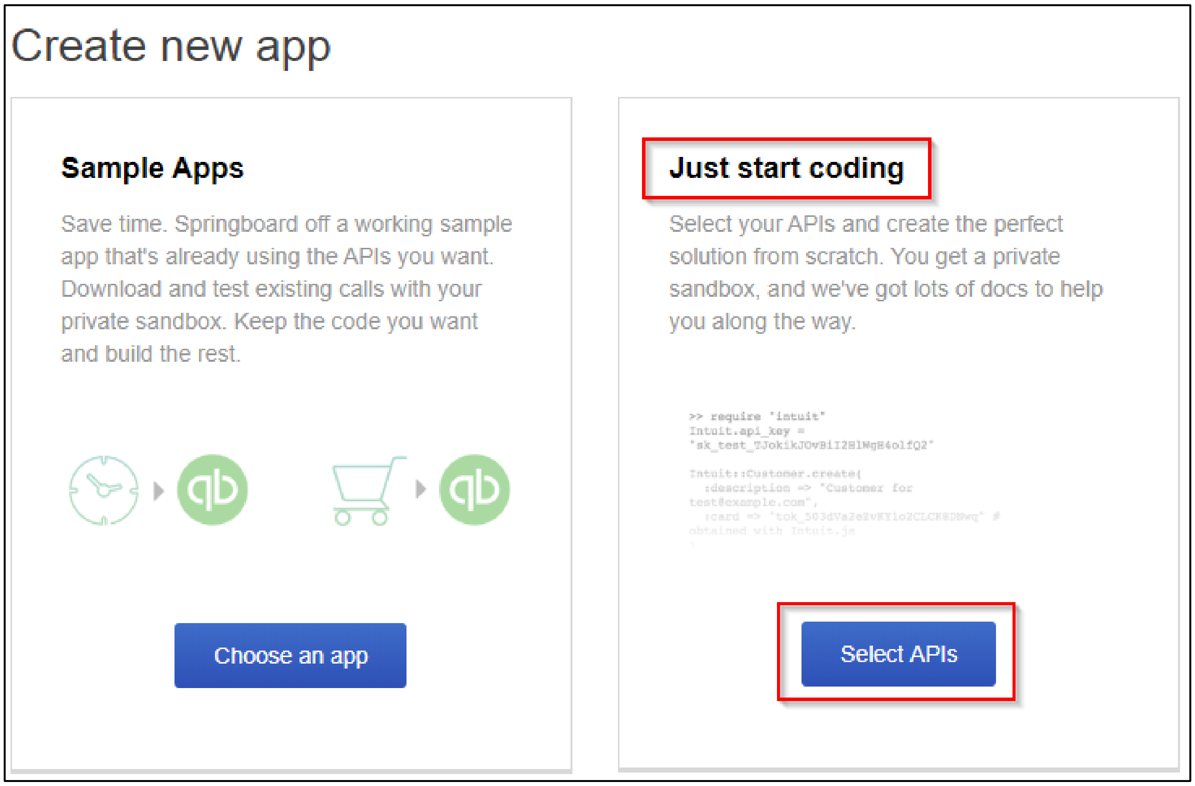
Step 3: Click on My Apps and select the app you have created.



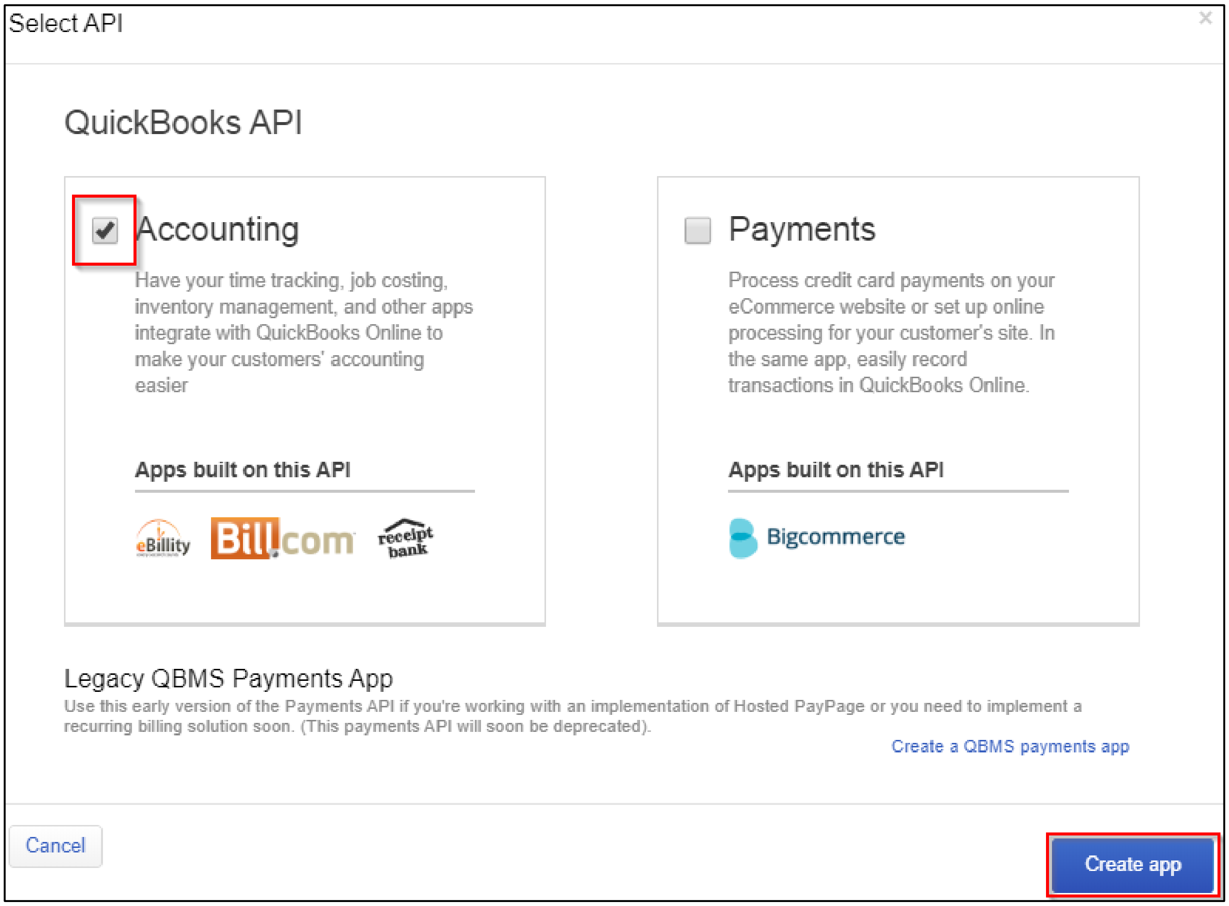
If you don't have existing App then click on **Create New App** as shown in the below screenshot.



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



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

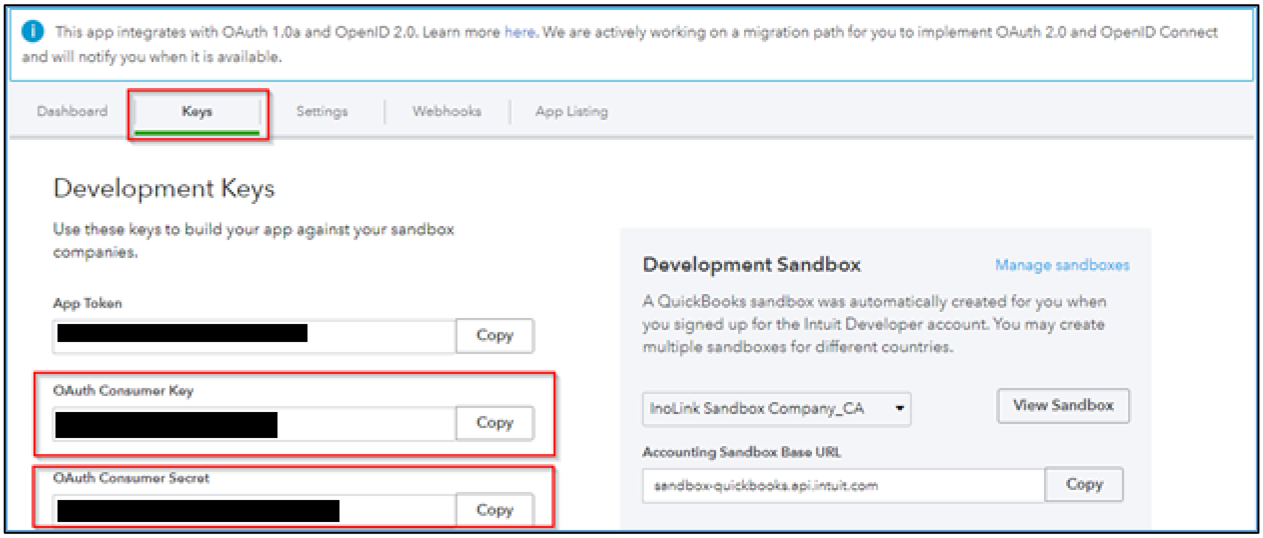


A. For OAuth 1.0

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

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

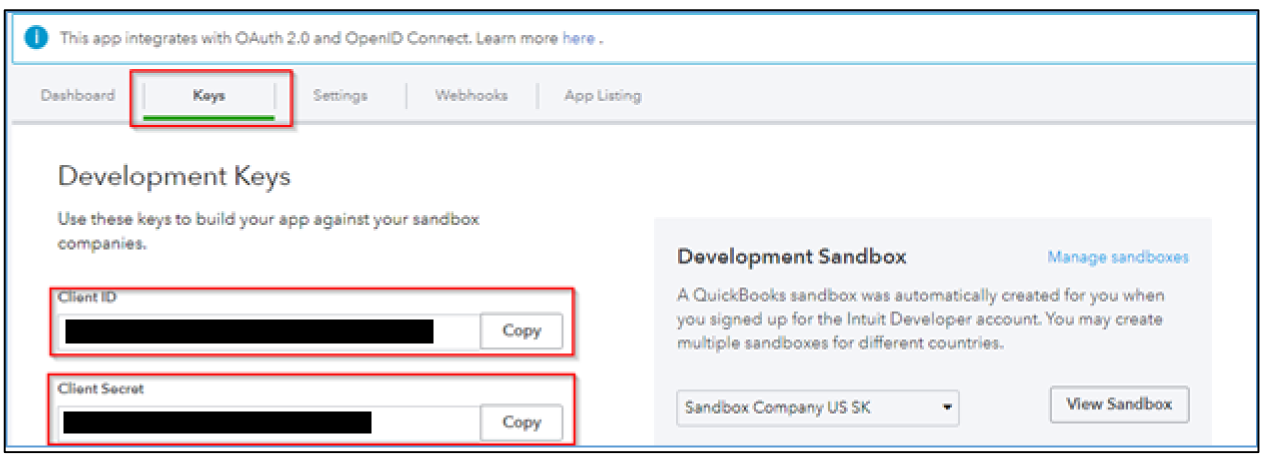
You will need the '***OAuth Consumer Key***' and '***OAuth Consumer Secret***' to link QuickBooks Online with InoLink.



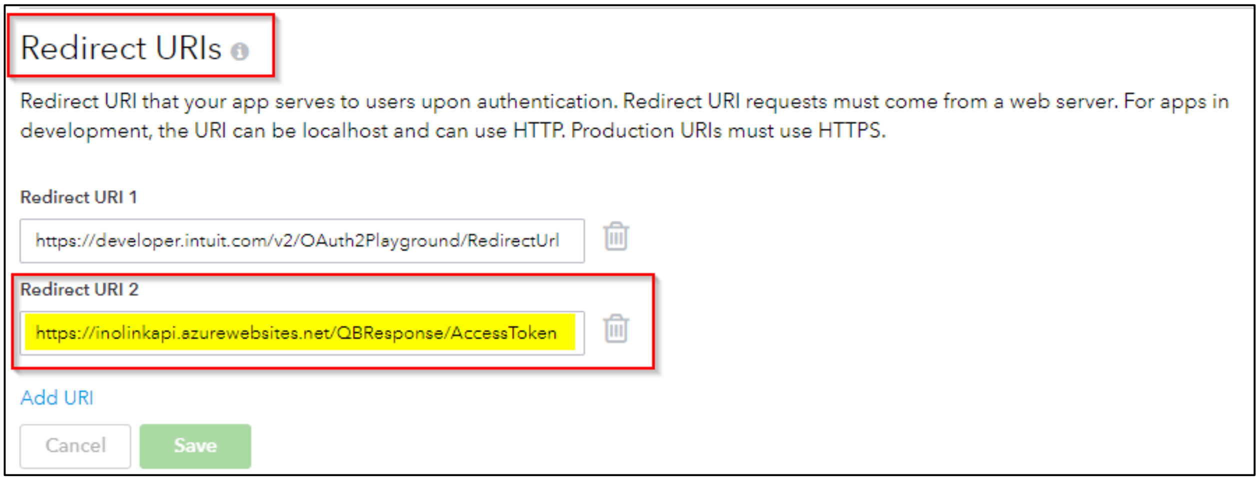
B. For OAuth 2.0

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

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



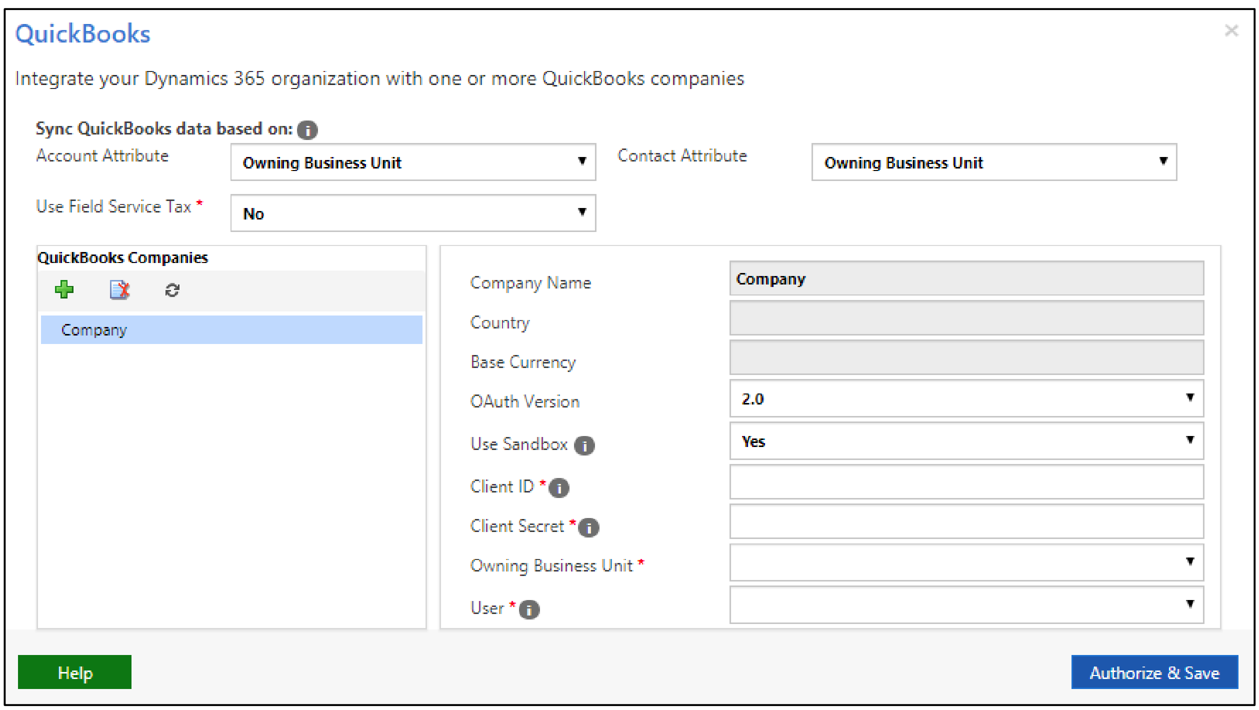
Step 4: Click on **Keys** and scroll down to find Redirect URIs



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.



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:

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 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.

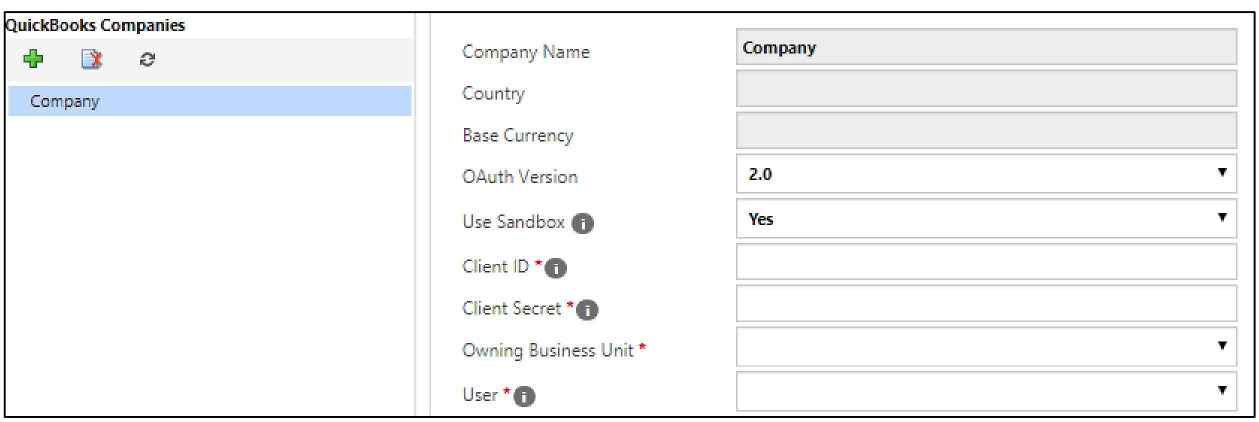
3. **Use Field Service Tax**: Field Service Tax works only for **US QuickBooks companies**. This is a dropdown that gives the user an option to either choose Field Service Tax entity or InoLink Tax entity. Tax data would be synced in the chosen tax entity. If the user has selected No, then InoLink Tax 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**.



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 ompany 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.

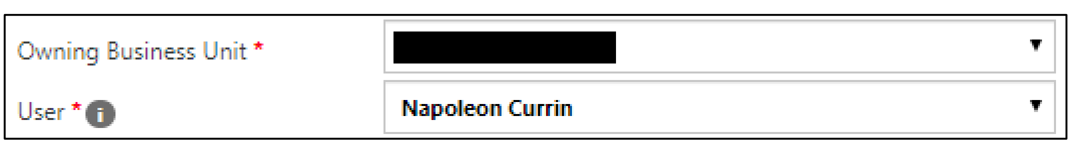
5. **Use SandBox**: User has to select Yes if configuring company of the Sandbox environment, or No if configuring company of Production/Live environment.

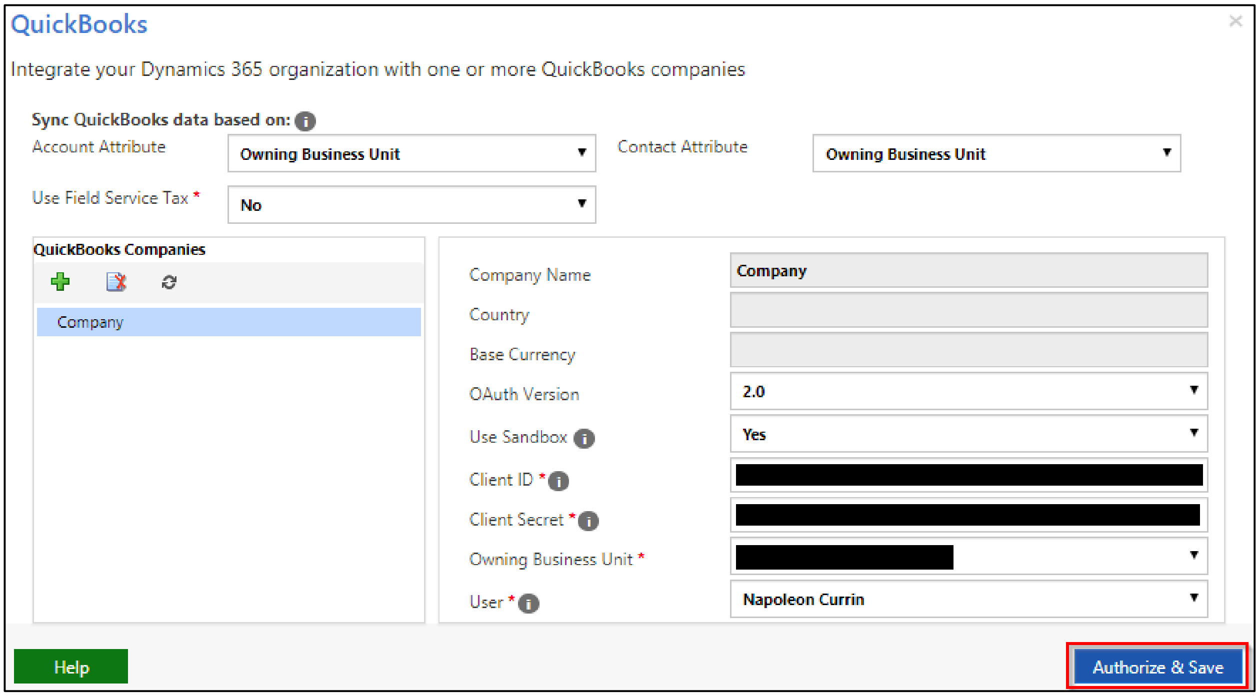
6. OAuth Consumer Key/Client ID: This depends on the OAuth version of QuickBooks i.e. OAuth 1.0 or OAuth 2.0. The user needs to copy the key obtained from the QuickBooks Developer/Production Account App as mentioned in the **Pre-requisites**.

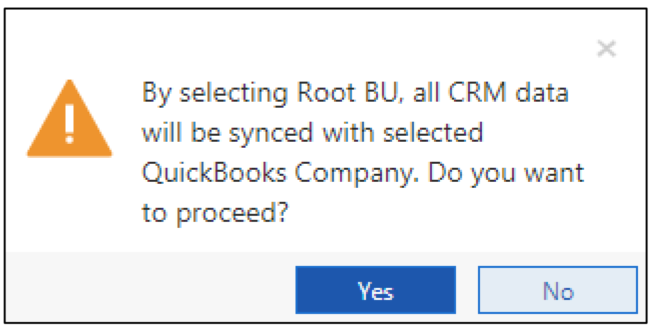
7. **OAuth Consumer Secret/Client Secret**: This depends on the OAuth version of **OAuth 1.0 or OAuth 2.0.** The user needs to copy the key obtained from the QuickBooks Developer/Production Account App as mentioned in the **Pre-requisites**.

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.

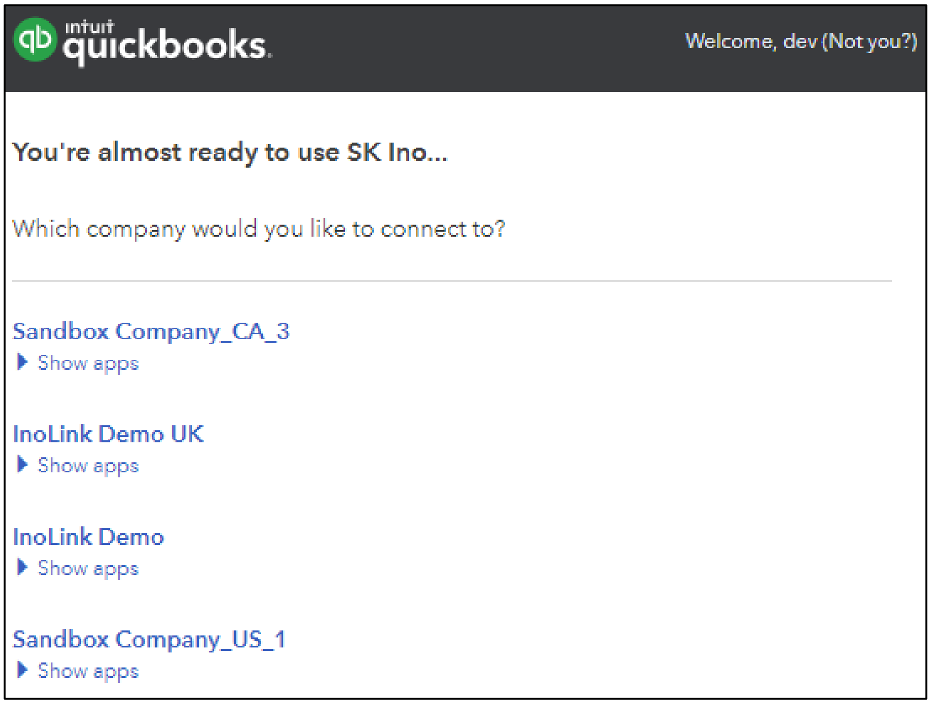
9. **User:** User has to select a **CRM user** under whom the records would be created (i.e. Owner of the record would be the selected CRM user)

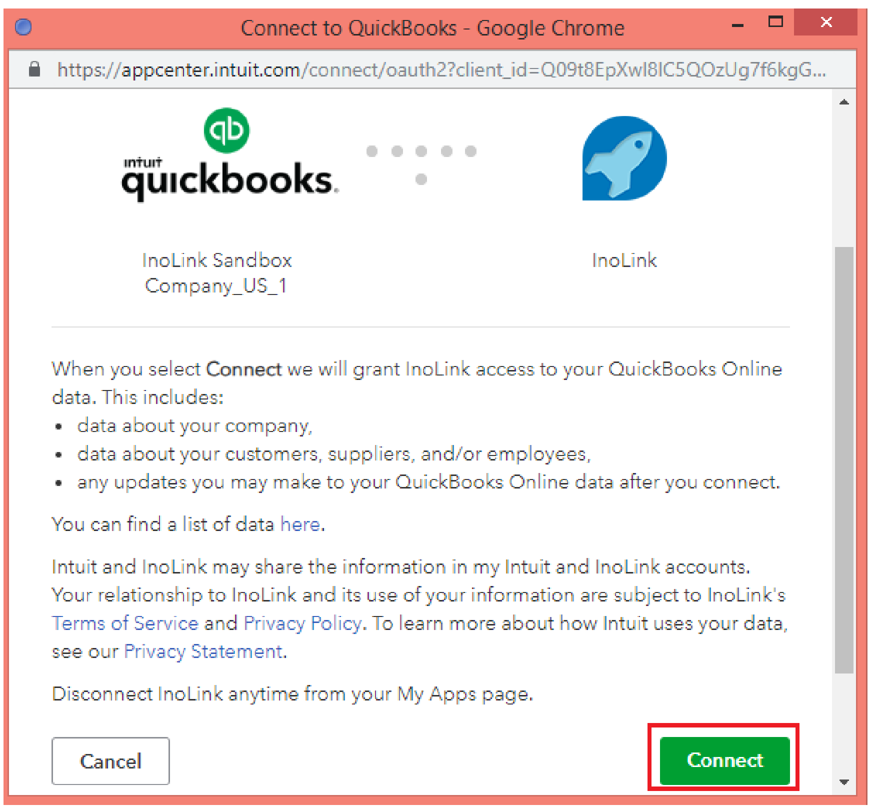




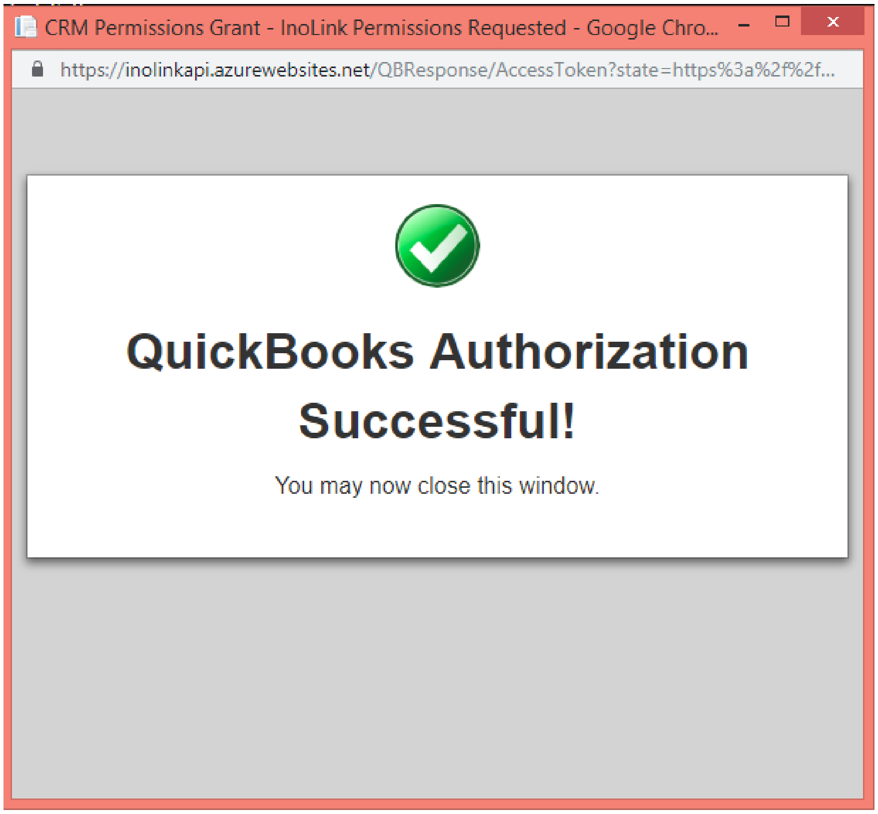


After clicking of **Authorize & Save** button you will get the above message to proceed further. Once you click on **Yes** you will be redirected to **sign in your QuickBooks system**. There user needs to select the required company with which he wants to sync with the Dynamics CRM.



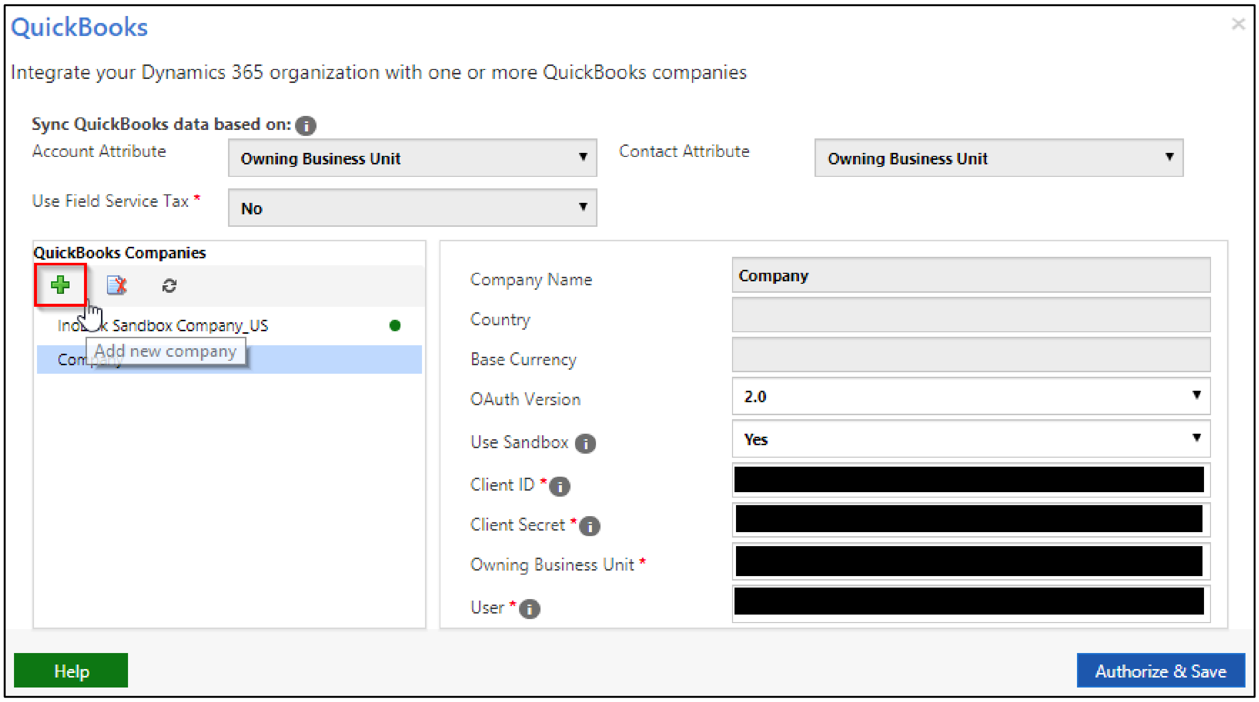


After clicking on **Connect** you will get success message as shown below.

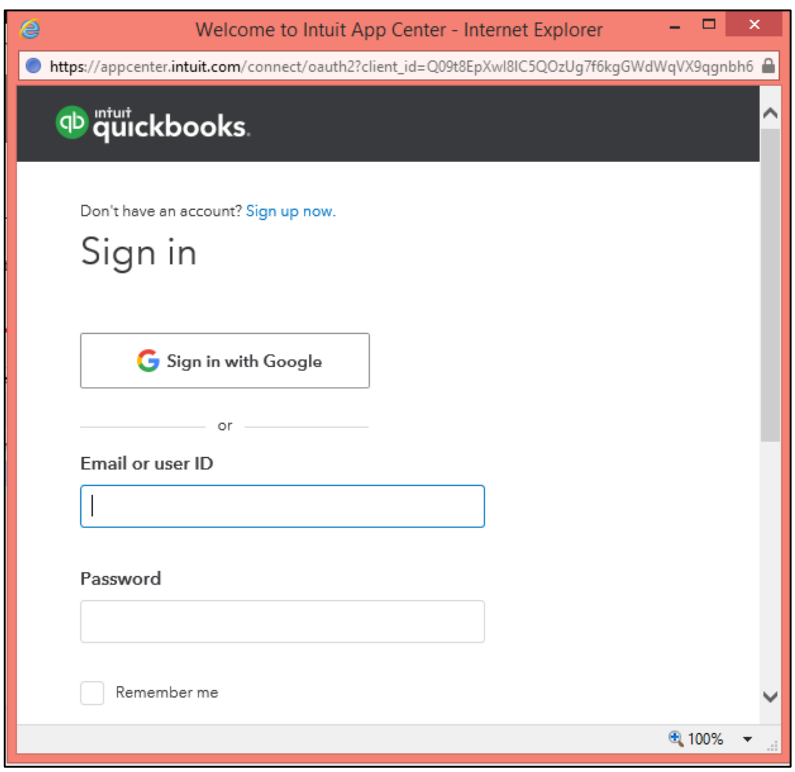


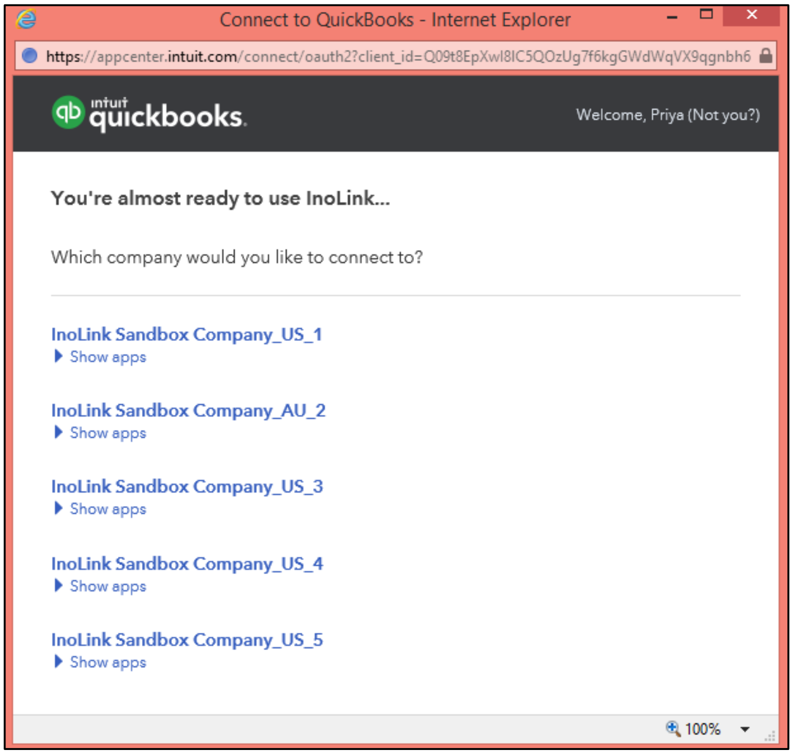
Case 2: Configuring Dynamics CRM with **Multiple QuickBooks Company**.

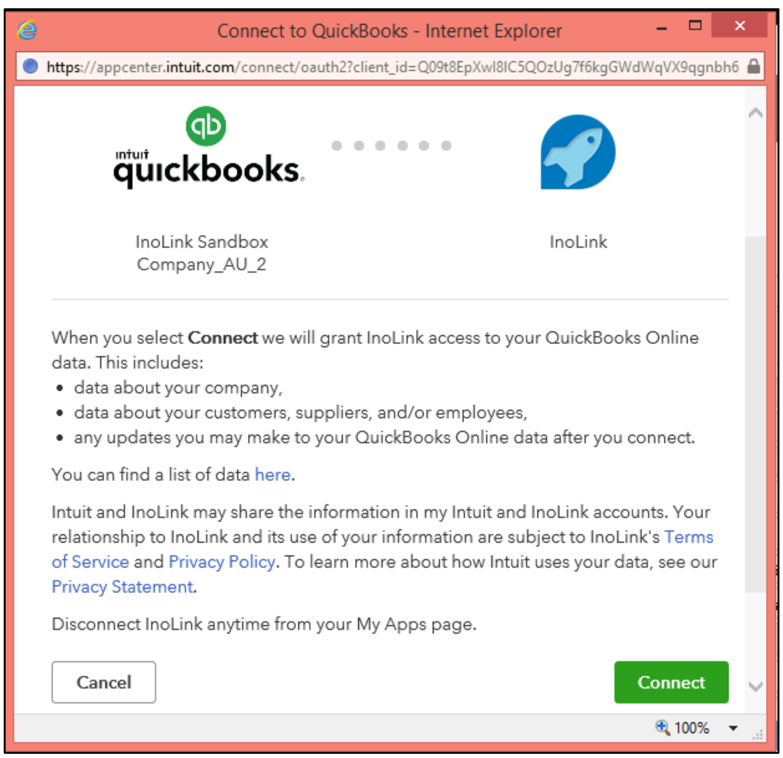
User needs to click on (+) Add button to configure more than one QuickBooks company and fill the required details as shown in below screenshot.



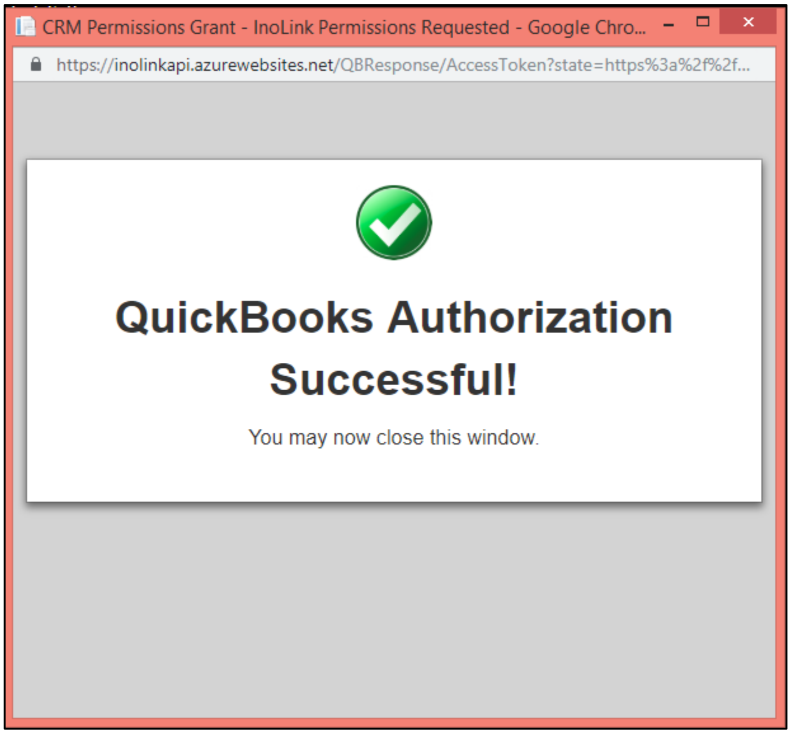
Now, user needs to click on **Authorize & Save** button and he/she will re-direct to QuickBooks company list screen. In case the user is not log-in to QuickBooks then the user will be re-directed to Sign in page. Then user needs to select the required company for which he/she wants to sync with the Dynamics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




Connect to QuickBooks - Internet Explorer
https://appcenter.intuit.com/connect/oauth2?client_id=Q09t8EpXwl8IC5QOzUg7f6kgGWdWqVX9qgnbh6
intuit quickbooks
Welcome, Priya (Not you?)
You're almost ready to use InoLink...
Which company would you like to connect to?
InoLink Sandbox Company_US_1
Show apps
InoLink Sandbox Company_AU_2
Show apps
InoLink Sandbox Company_US_3
Show apps
InoLink Sandbox Company_US_4
Show apps
InoLink Sandbox Company_US_5
Show apps
100%

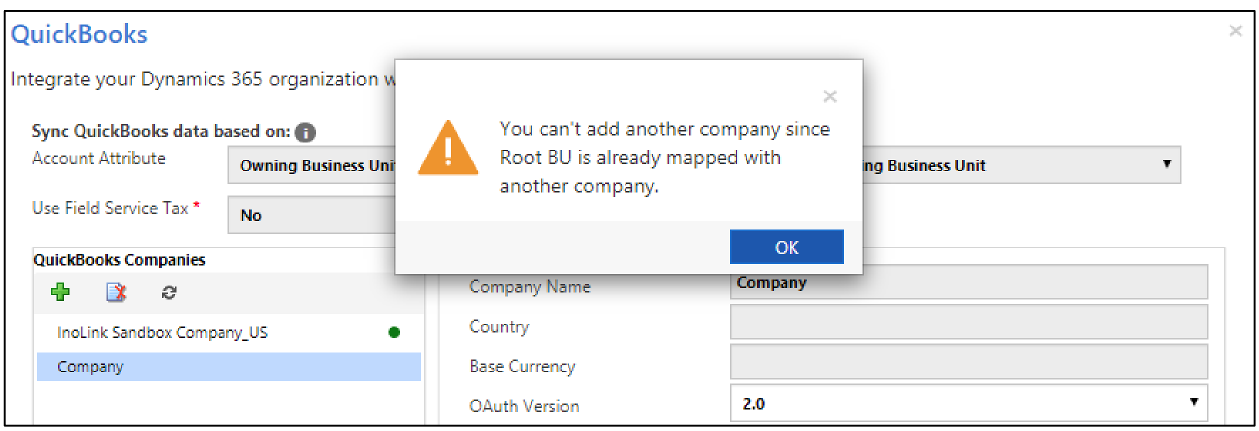

Connect to QuickBooks - Internet Explorer
https://appcenter.intuit.com/connect/oauth2?client_id=Q09t8EpXwl8IC5QOzUg7f6kgGWdWqVX9qgnbh6
intuit quickbooks
InoLink Sandbox Company_AU_2
InoLink
When you select Connect we will grant InoLink access to your QuickBooks Online data. This includes:
data about your company,
data about your customers, suppliers, and/or employees,
any updates you may make to your QuickBooks Online data after you connect.
You can find a list of data here.
Intuit and InoLink may share the information in my Intuit and InoLink accounts. Your relationship to InoLink and its use of your information are subject to InoLink's Terms of Service and Privacy Policy. To learn more about how Intuit uses your data, see our Privacy Statement.
Disconnect InoLink anytime from your My Apps page.
Cancel
Connect
100%

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

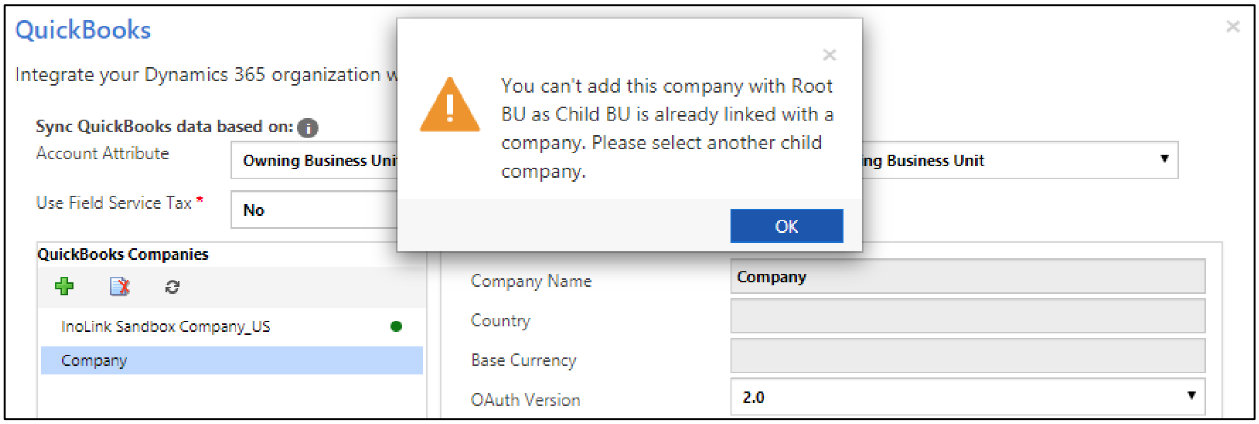


Note:

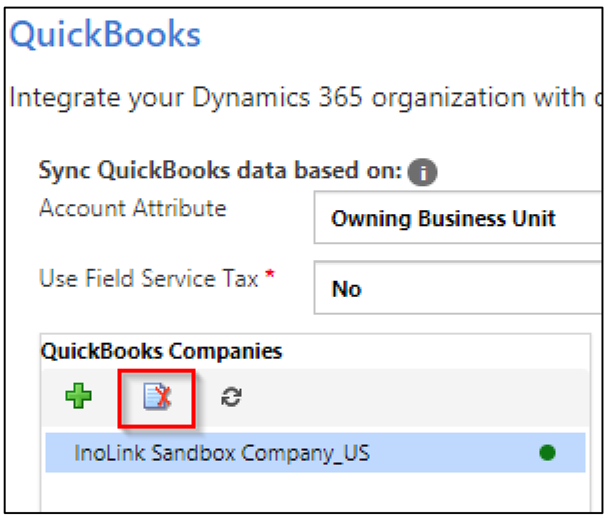
1. If users configure the Root/Parent Business Unit for the first time in QuickBooks Companies then they cannot add and configure the multiple QuickBooks companies. Only when the Child Business Unit is added for the first time the user can configure multiple QuickBooks companies.



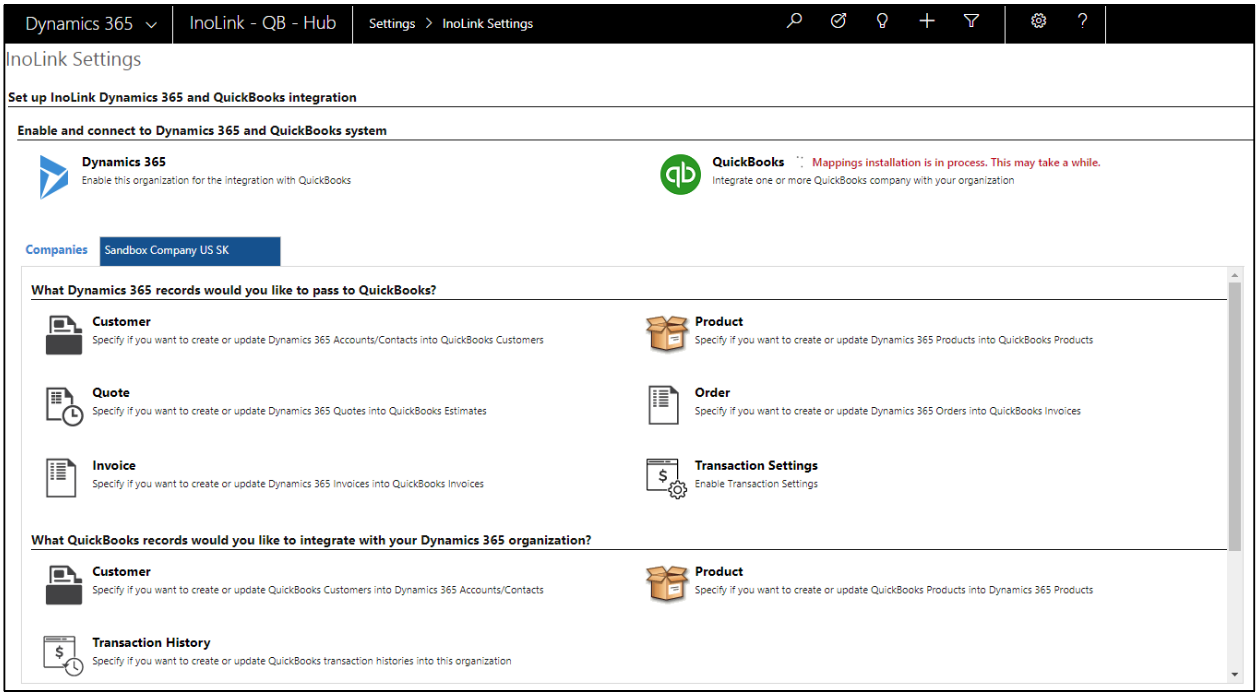
2. If users configure the Child Business Unit for the first time in QuickBooks Companies and try to add another company with Root Business Unit then the user gets the below error. Once the company is linked with particular child business unit then user can **only** select child business unit to configure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



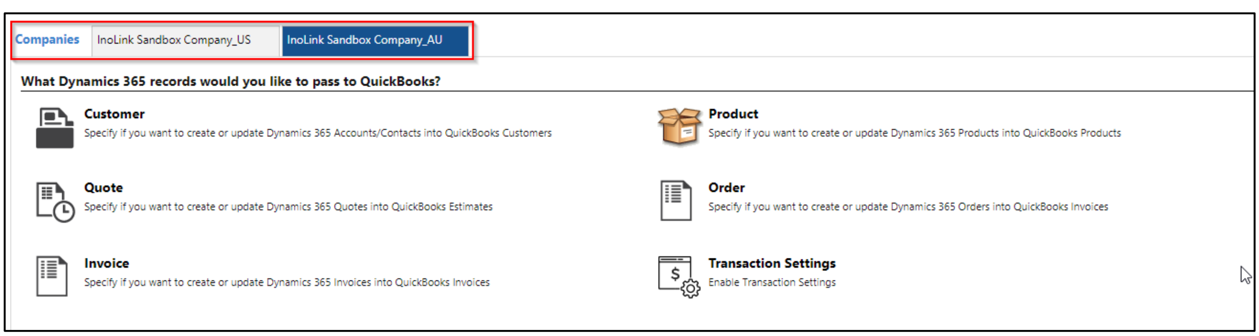
Note: QuickBooks side the status displayed is **Mappings installation in process. This may take a while**. For integration between two systems i.e. Dynamics 365 and QB requires mappings to say which field of QuickBooks must map with which field of Dynamics 365 and vice versa. This status indicates that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

Set up CRM to QuickBooks and QuickBooks to CRM integration:

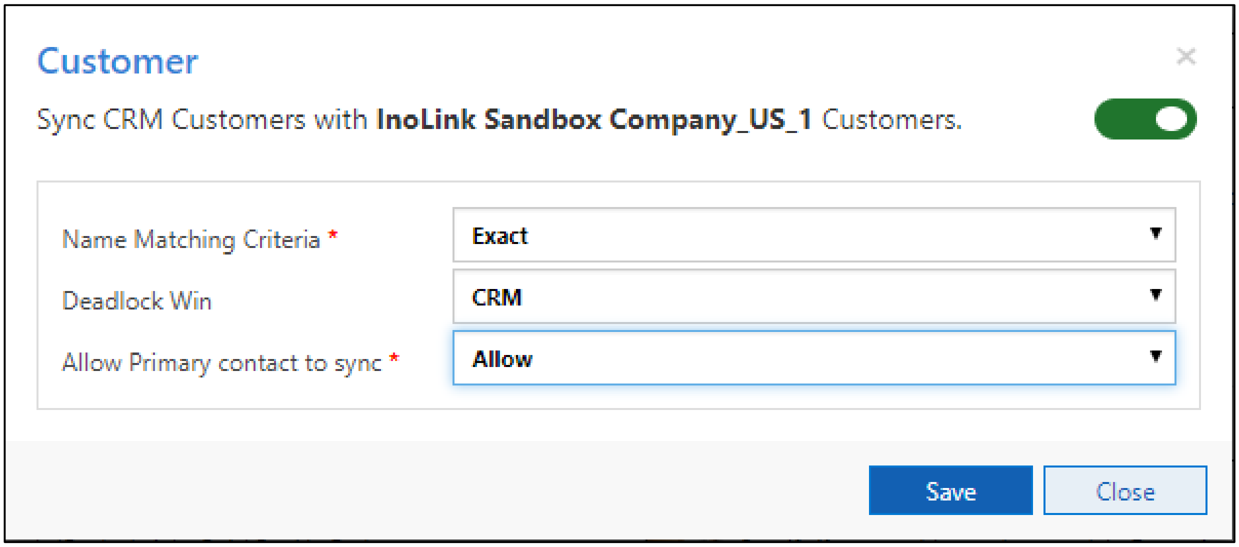
a. What Dynamics 365 records would you like to pass to the QuickBooks? (Dynamics 365 to QuickBooks)

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.



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.

<u>Deadlock Win</u>:
You have two options here i.e. **CRM** or **QuickBooks**

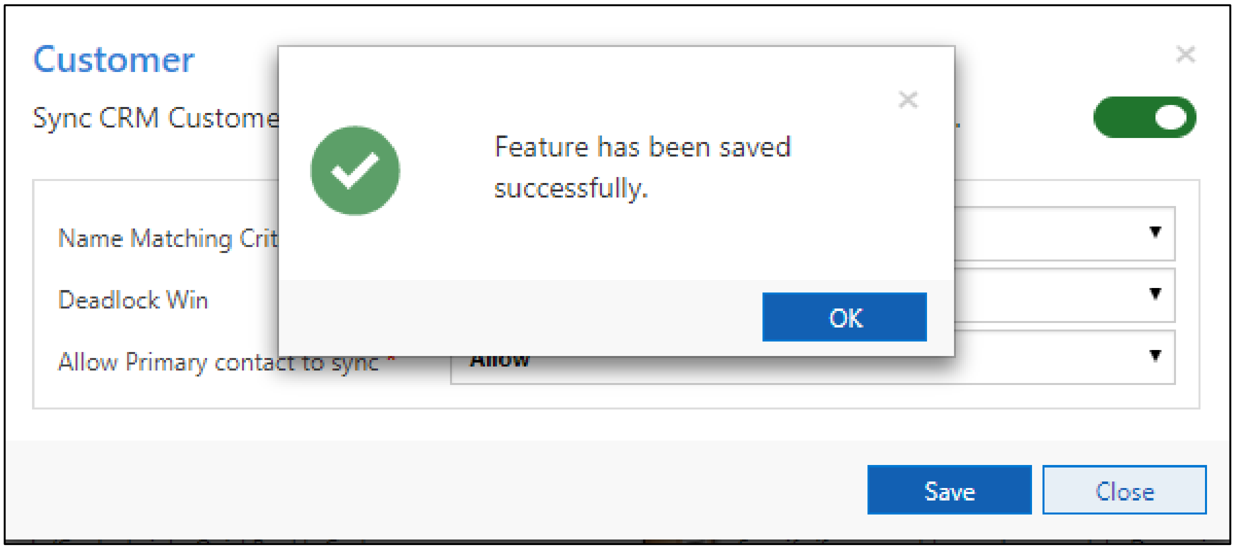
If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

<u>Allow Primary contact to sync</u>:

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

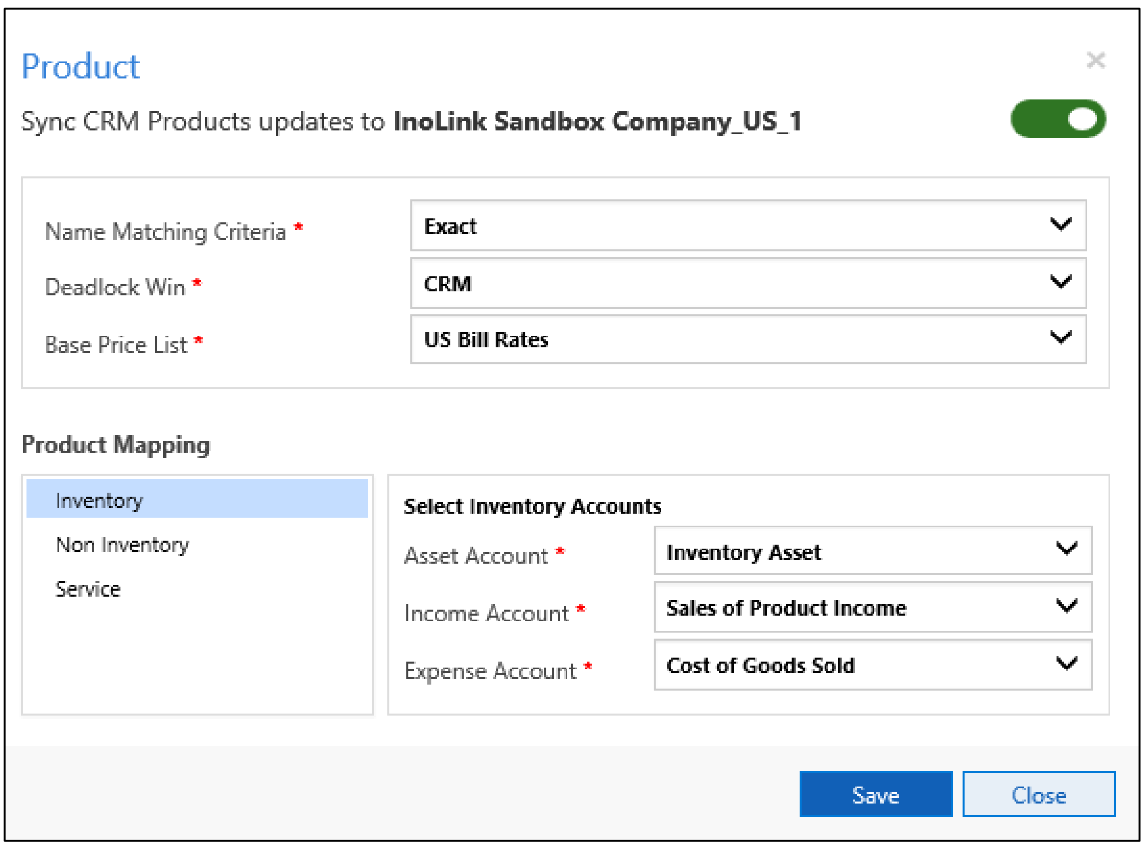
Given that Accounting Contact may be different from the Business Contact stored in Dynamics 365/CRM, you may not want to override the Primary contact set in QuickBooks from Dynamics 365/CRM and vice versa. In that case, set this option as 'Do not Allow'.

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



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

Product feature Setting For US QuickBooks Company:



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

Name matching criteria:

You have two options here
Exact – It will look for an exact name match.
Pattern – It will perform a pattern match to cover for any typos in data entry in the two systems.

Deadlock Win:

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

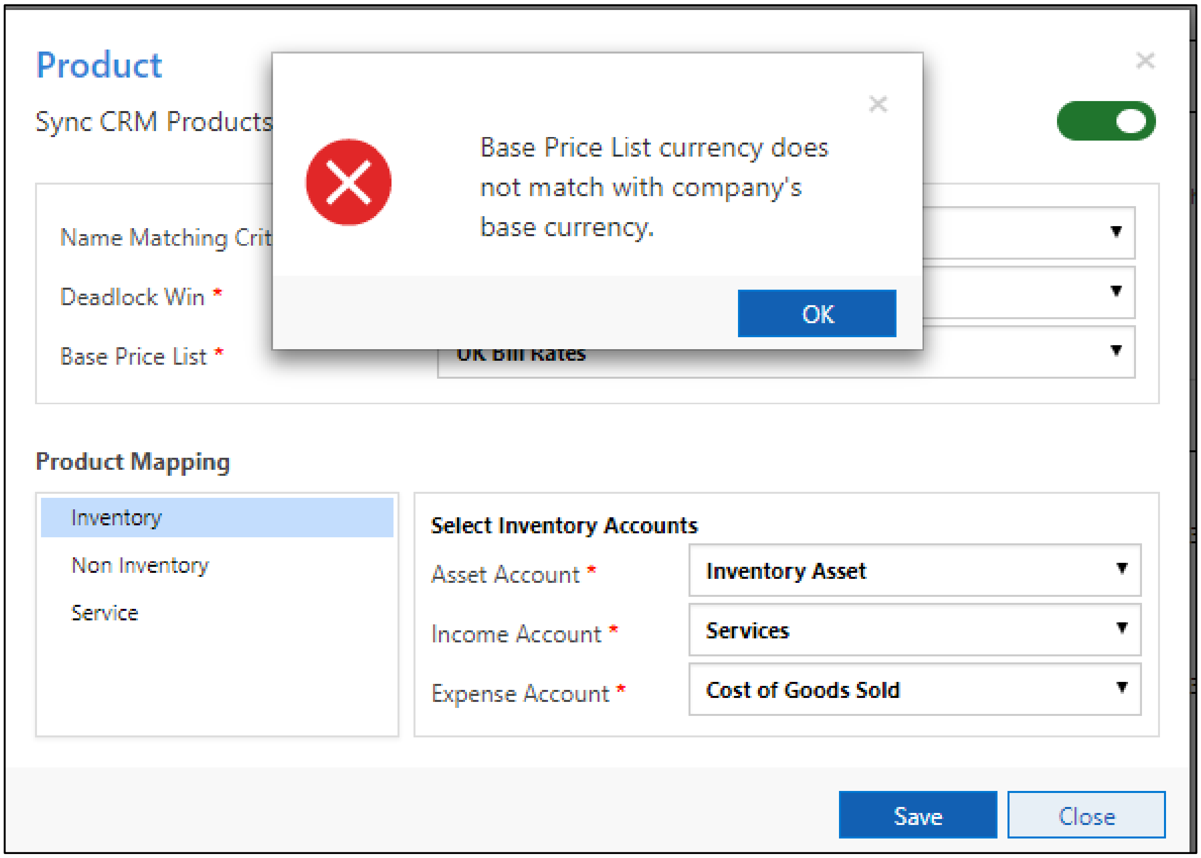
If you have configured a two-way sync, use this property to define the application that will hold the last change, in case changes are made in both systems to the same record.

Base Price List:

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

Note: Validation points to be considered.

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



Product Mappings

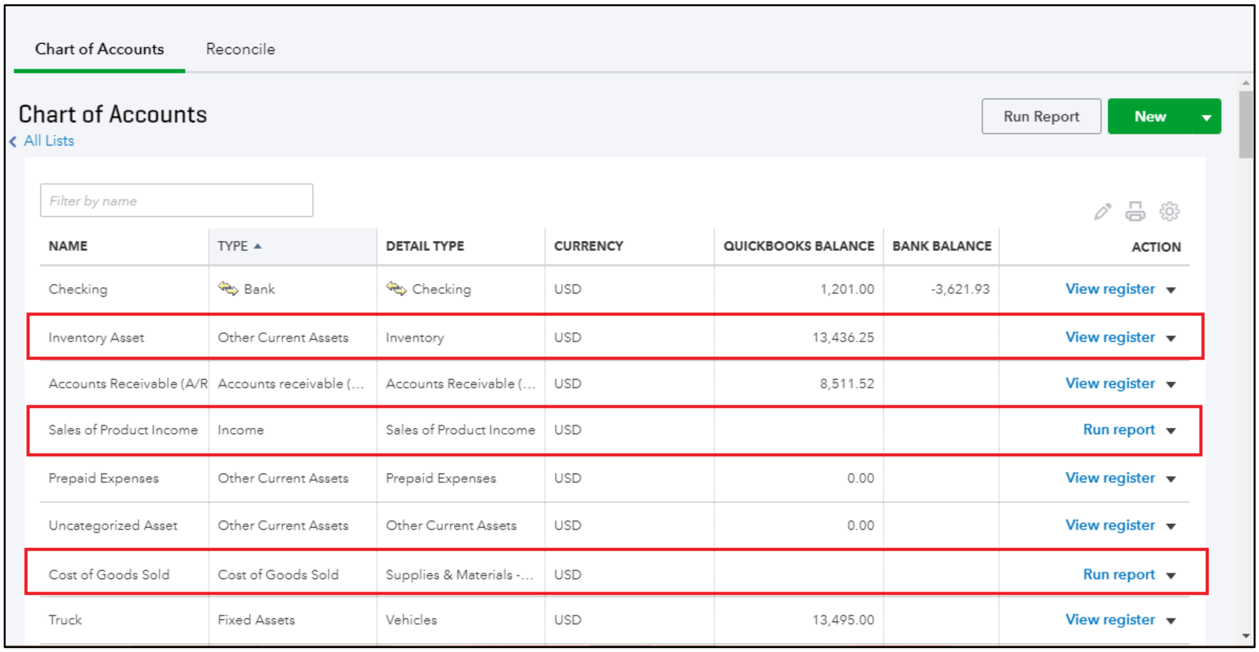
In this section, the user needs to select the type of **products** along with the **Account type** that is to be selected for Product sync feature.

Asset Account / Income Account / Expense Account:

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

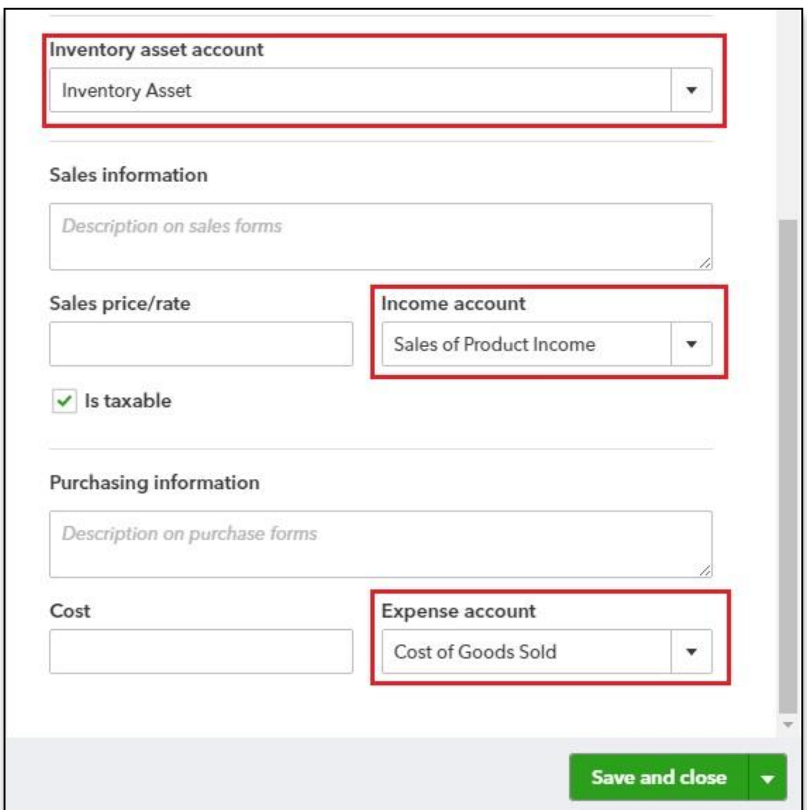
- Asset Account
- Income Account
- Expense Account

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

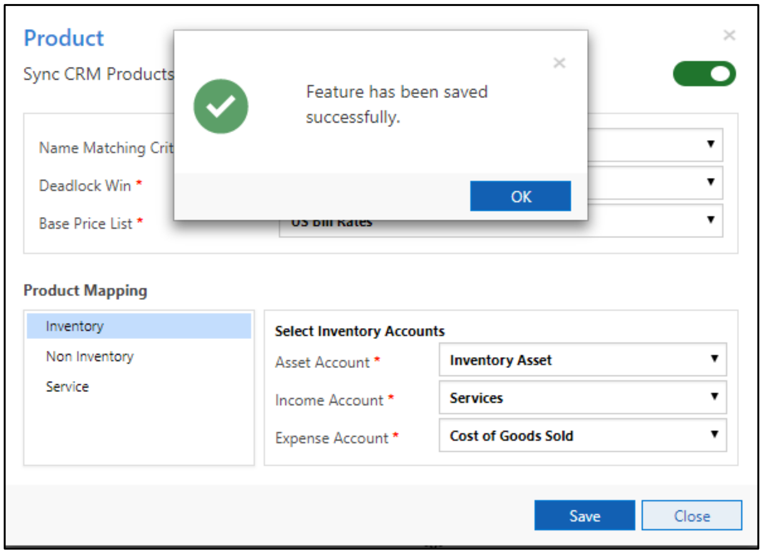


NAME	TYPE	DETAIL TYPE	CURRENCY	QUICKBOOKS BALANCE	BANK BALANCE	ACTION
Checking	Bank	Checking	USD	1,201.00	-3,621.93	View register
Inventory Asset	Other Current Assets	Inventory	USD	13,436.25		View register
Accounts Receivable (A/R	Accounts receivable (...	Accounts Receivable (...	USD	8,511.52		View register
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

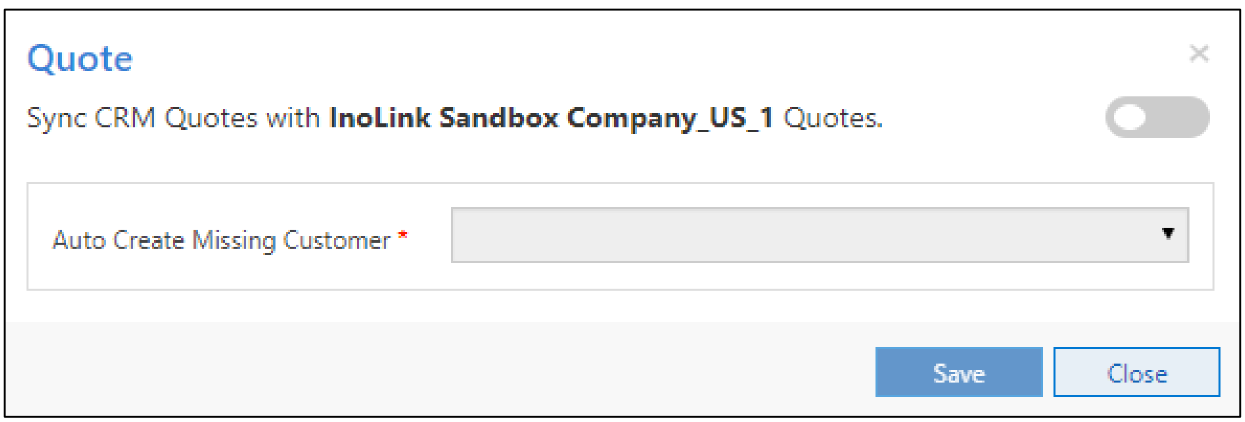
When a Product is moved from Dynamics 365/CRM to QuickBooks it will set above Accounts as follows.



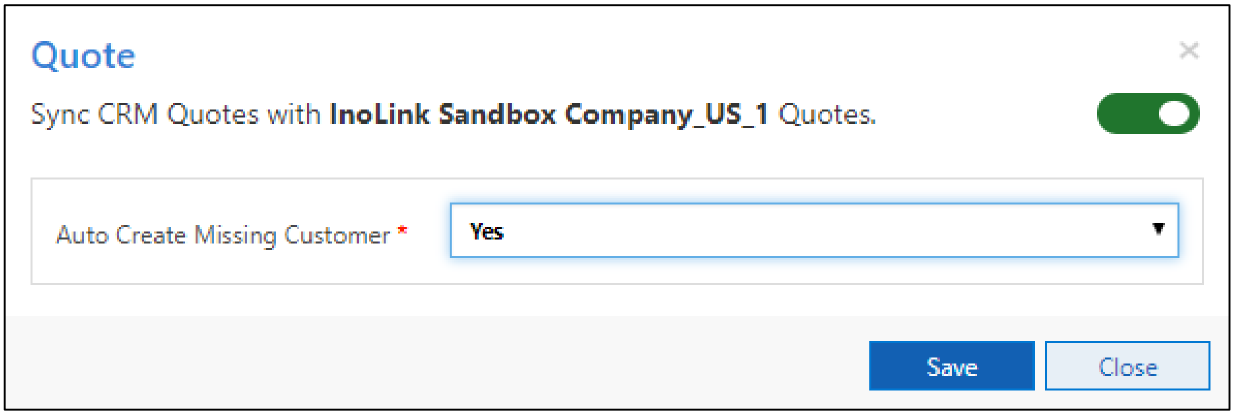
After selecting all the values in Product Mapping feature and clicking on **Save** button you will get below success message.



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



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

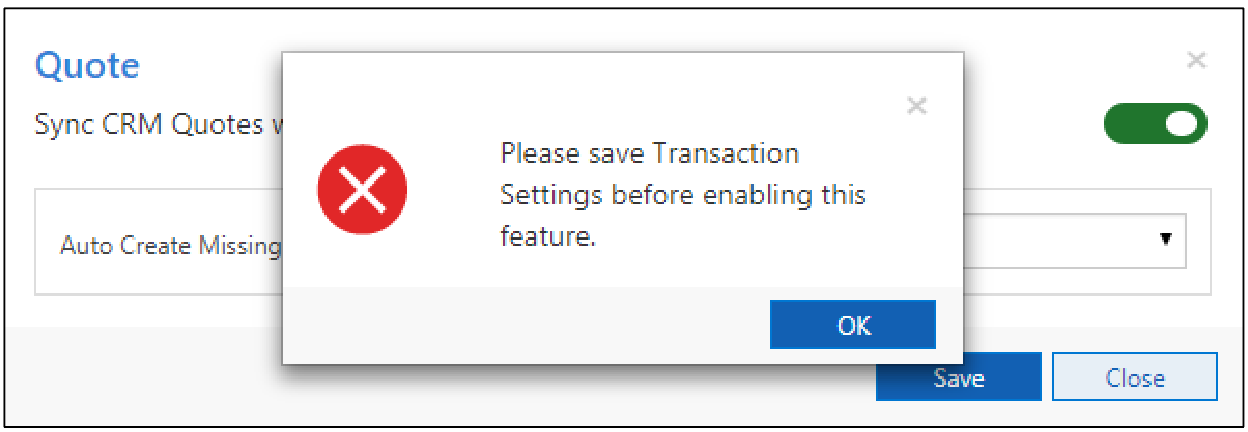


Auto Create Missing Customer:

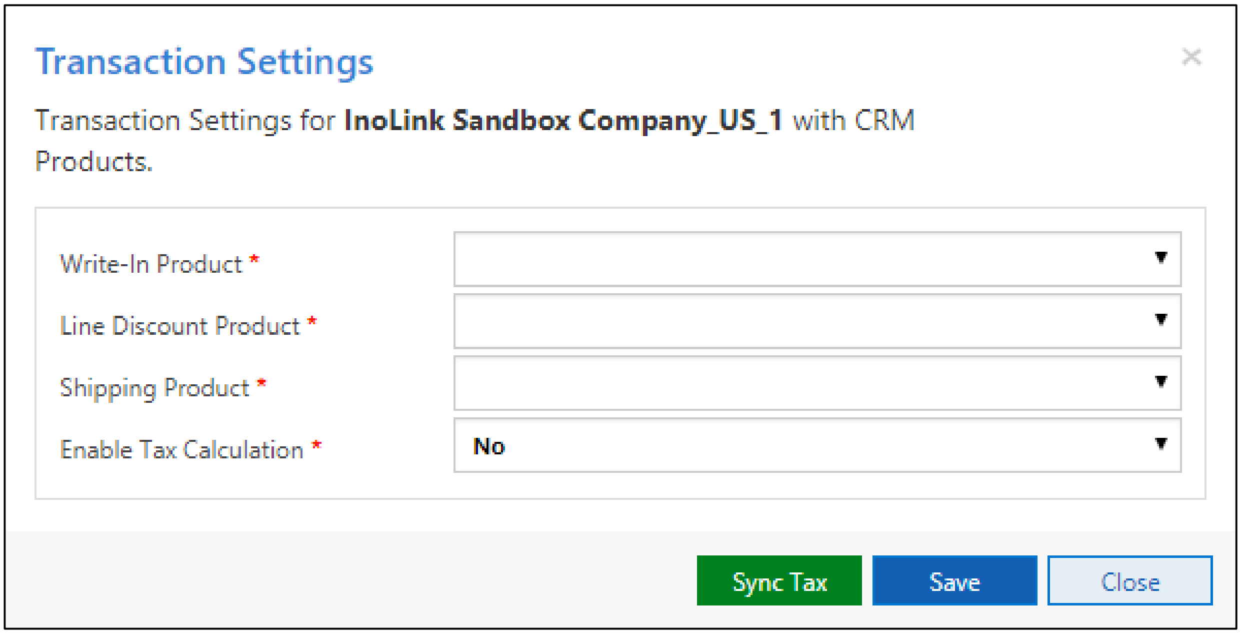
Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

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

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



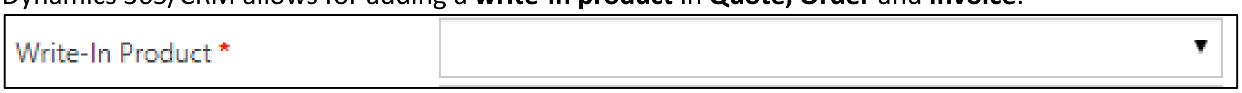
4. **Transaction Settings** - Then, the user needs to first save the **Transaction Settings** by selecting the **Transaction Settings feature** option. You will get to see the following options displayed as shown below.



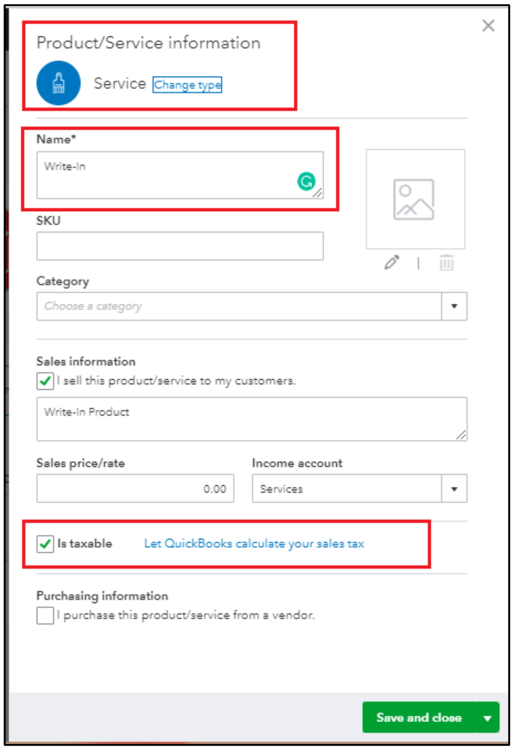
QuickBooks and Dynamics 365/CRM handle some accounting concepts like Discounts, Write-In Products, and Shipping Product differently. To allow for error-free syncing between Dynamics 365/CRM and QuickBooks, we ask to set up the products that need to be used for specific accounting features, namely, **Write-In,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

<u>Write-In Product</u>:

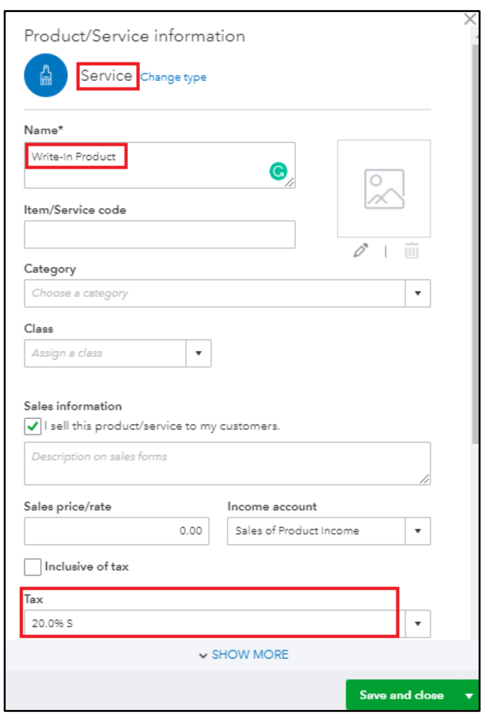
Dynamics 365/CRM allows for adding a **write-in product** in **Quote, Order** and **Invoice**.



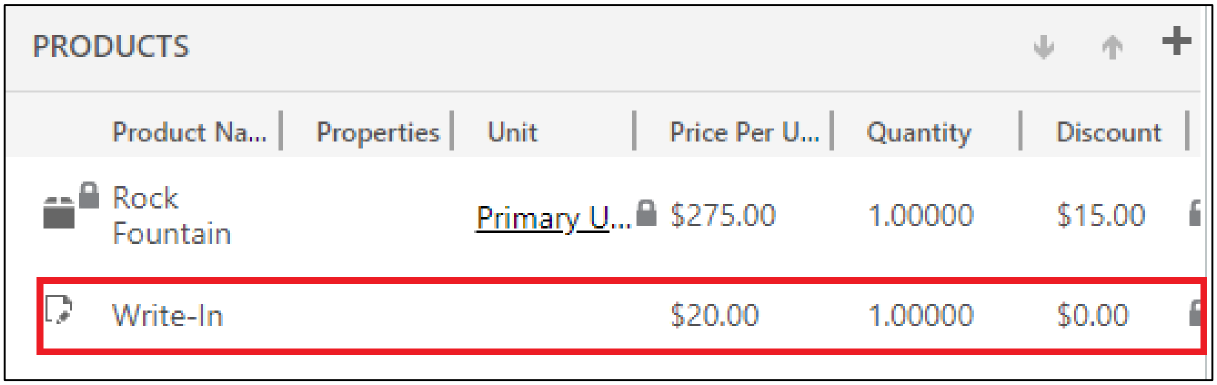
QuickBooks however, does not allow entering a line item without specifying the product. To avoid this conflict we request a service type of product to be created in QuickBooks that we can use when transferring write-in lines from CRM Quote, Order and Invoice to QuickBooks.
QuickBooks side user needs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



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.



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

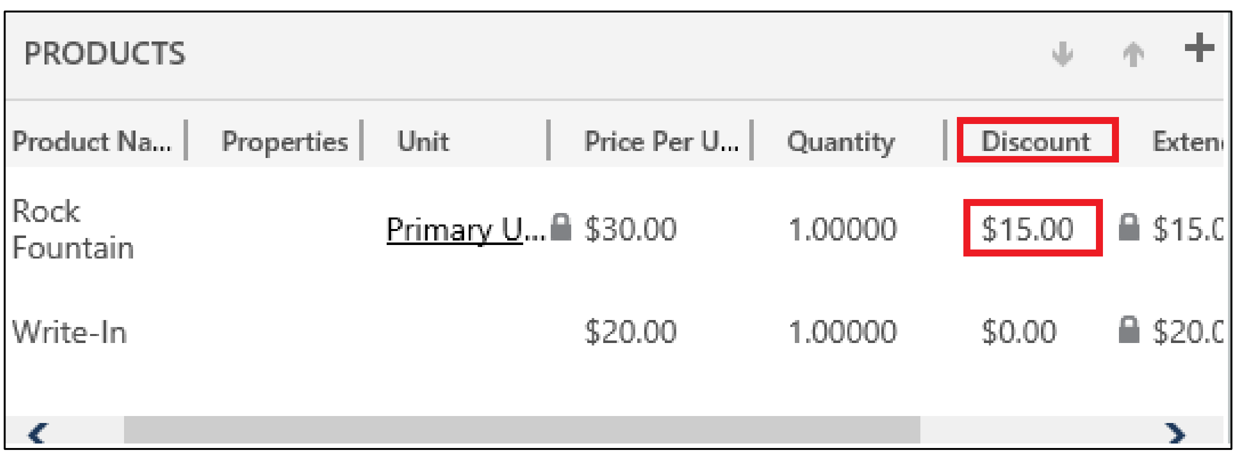


<u>Line Discount product</u>:

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.

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



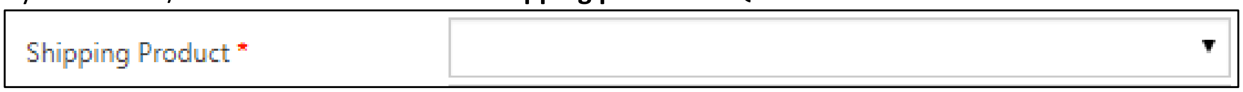
Would be carried over to QuickBooks as shown below.

#	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						

dd lines | Clear all lines | Add subtotal — Subtotal $35.00

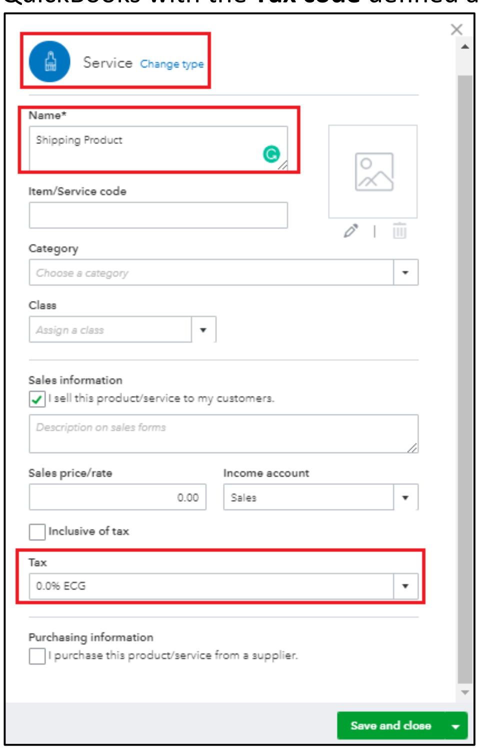
Shipping product:

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



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**.



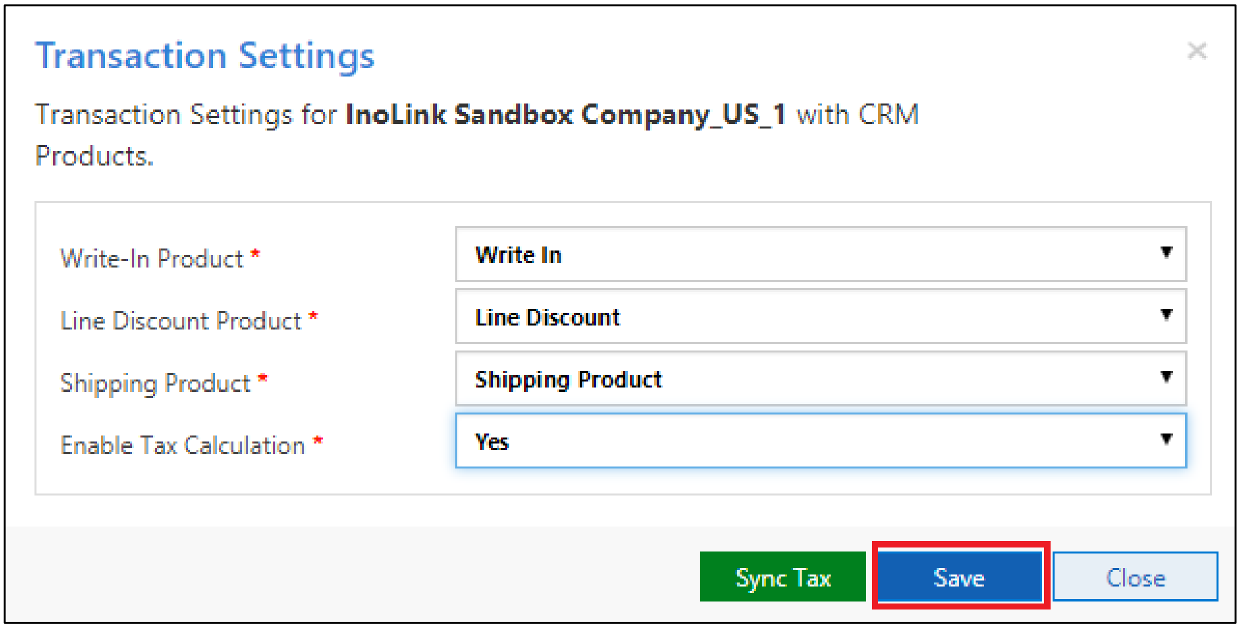
After this, if the user selects the **Freight Amount** in Quotes/Orders/Invoice records of **Dynamics 365/CRM** it would be carried over in **QuickBooks** as a **Shipping amount**.

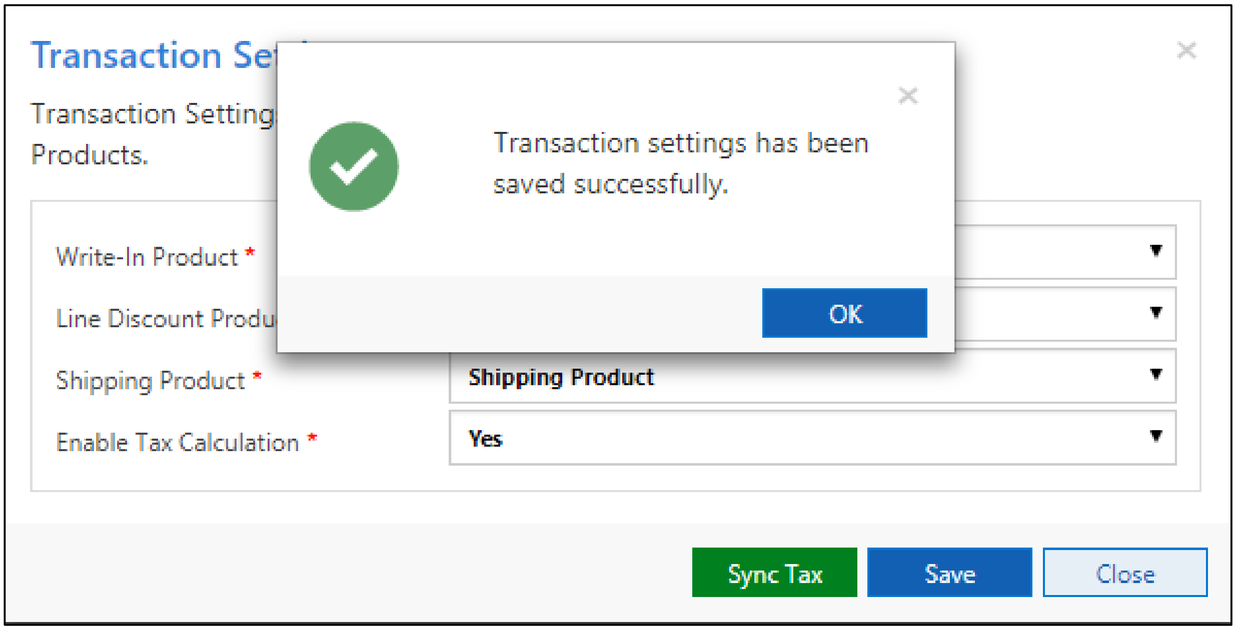
The product mappings accept the products of the following types in QuickBooks.

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

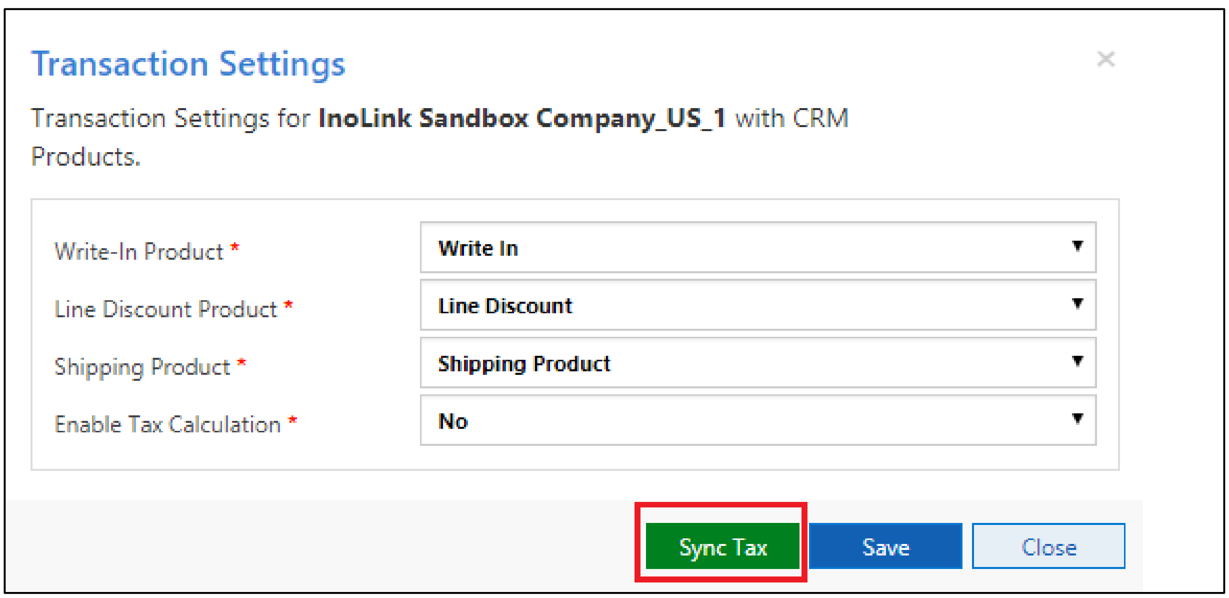
After selecting the details in Transaction Settings and saving it the user will be redirected to quote feature.

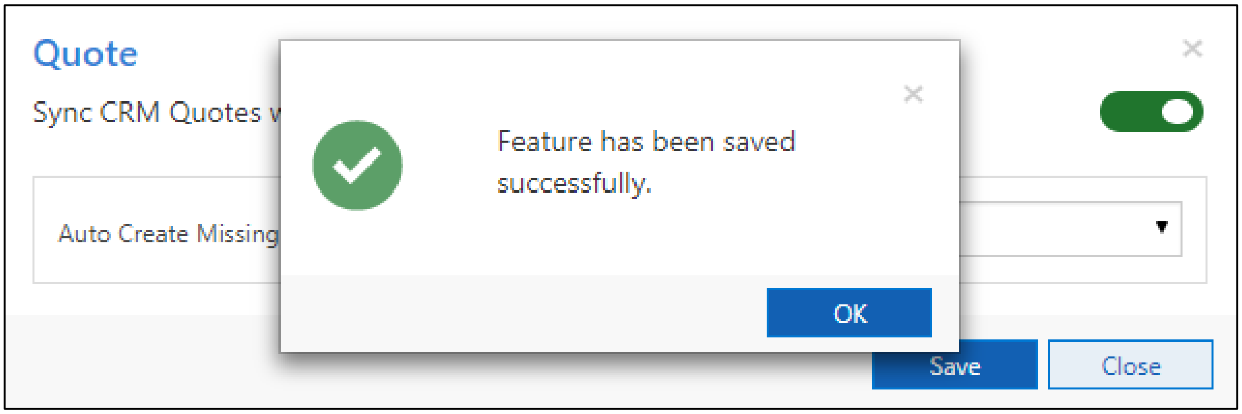
Enable Tax Calculation: With the help of this option user can select whether they want to automatically calculate the tax for Quote/Order/Invoice in Dynamics CRM or not.



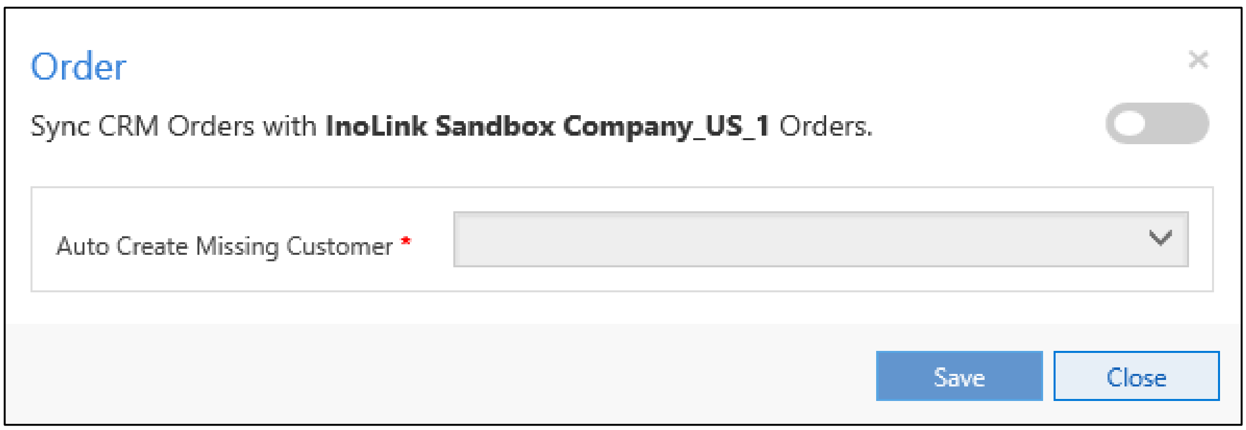


Sync Tax option allows you to sync the tax details automatically in case if there are changes made in tax within the QuickBooks systems or if your tax was not synced previously.

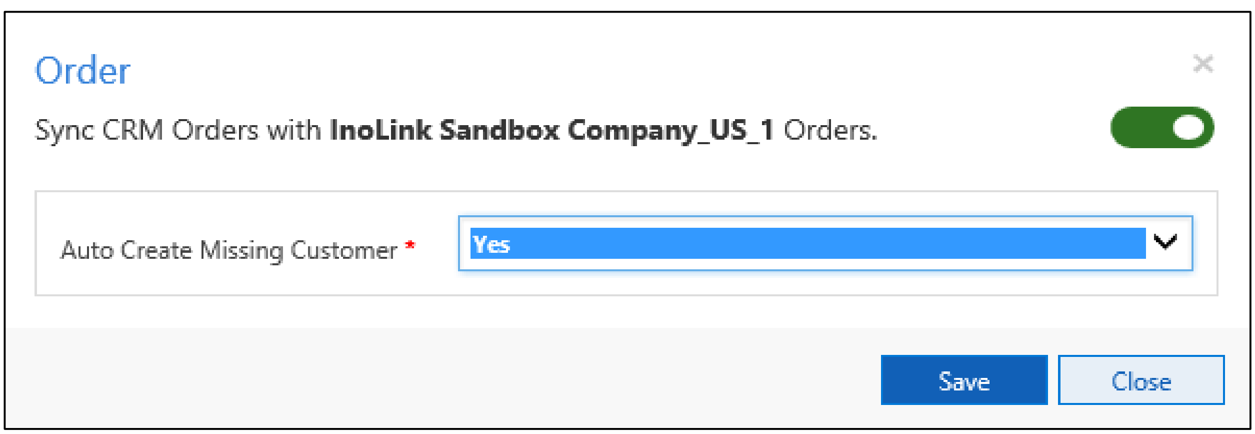




5. **Order:** Using this option user can enable the feature to move the **Order** from Dynamics 365 to QuickBooks. After clicking on Order you will get the below displayed window.



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

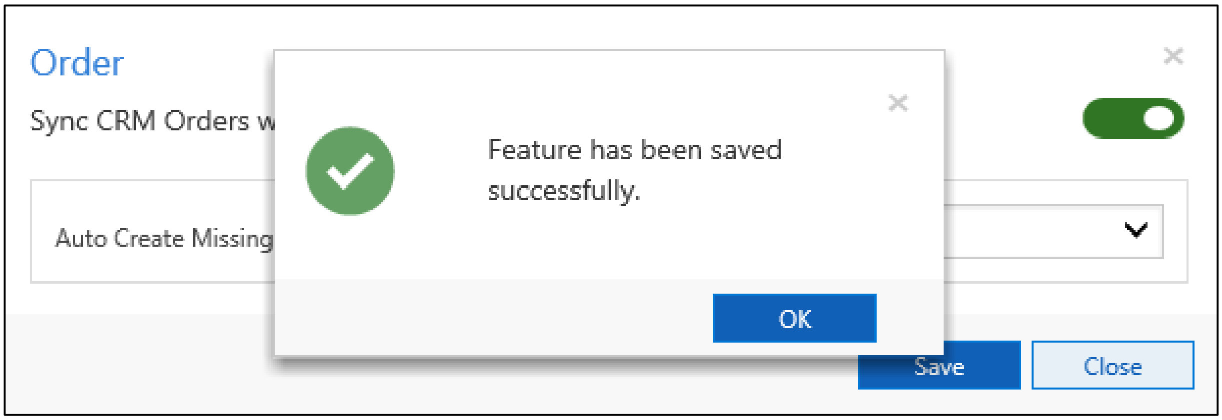


Auto Create Missing Customer:

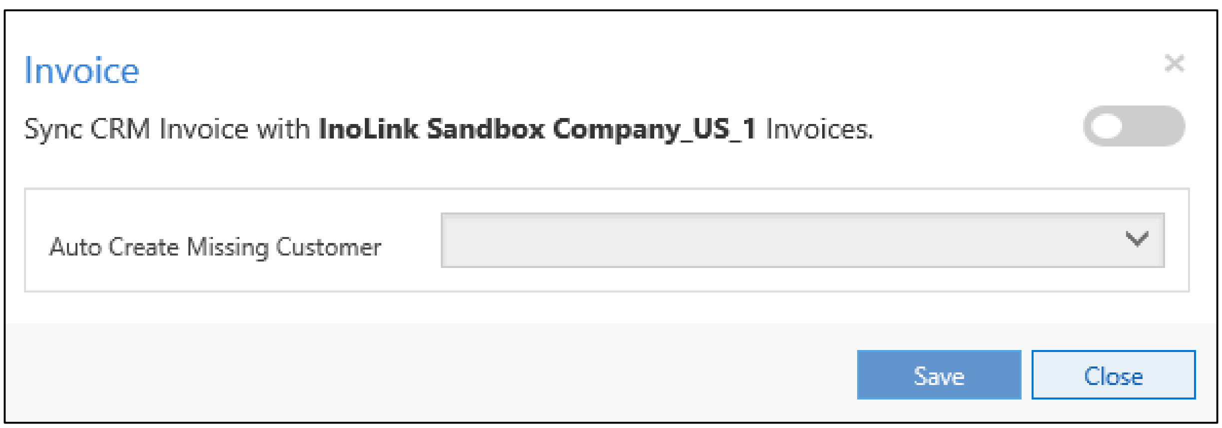
Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

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

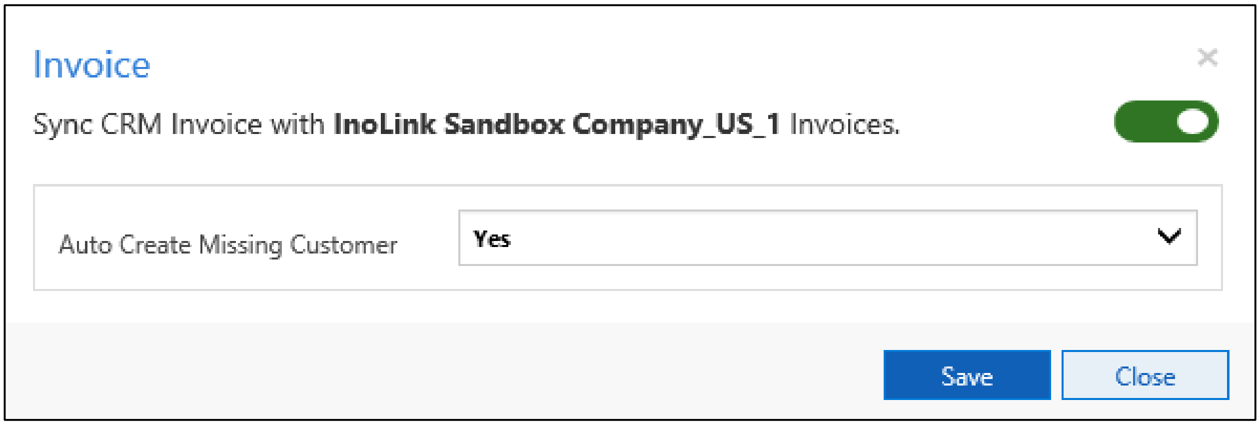
After clicking on **Save** button you will get below success message.



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



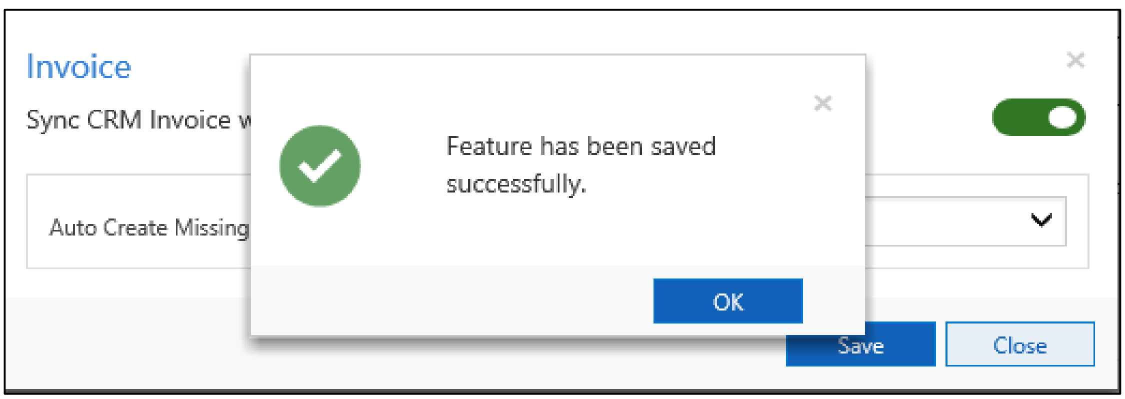
Here you need to enable the feature by switching **ON** the button at top right corner which will then turn into a green button.



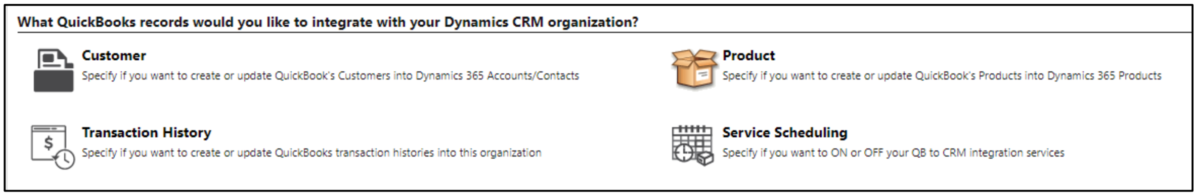
__**Auto Create Missing Customer:**__
Set this option to **Yes** if you would like to **automatically** create a **missing customer** in **QuickBooks** when a transaction is promoted from Dynamics 365/CRM to QuickBooks.

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

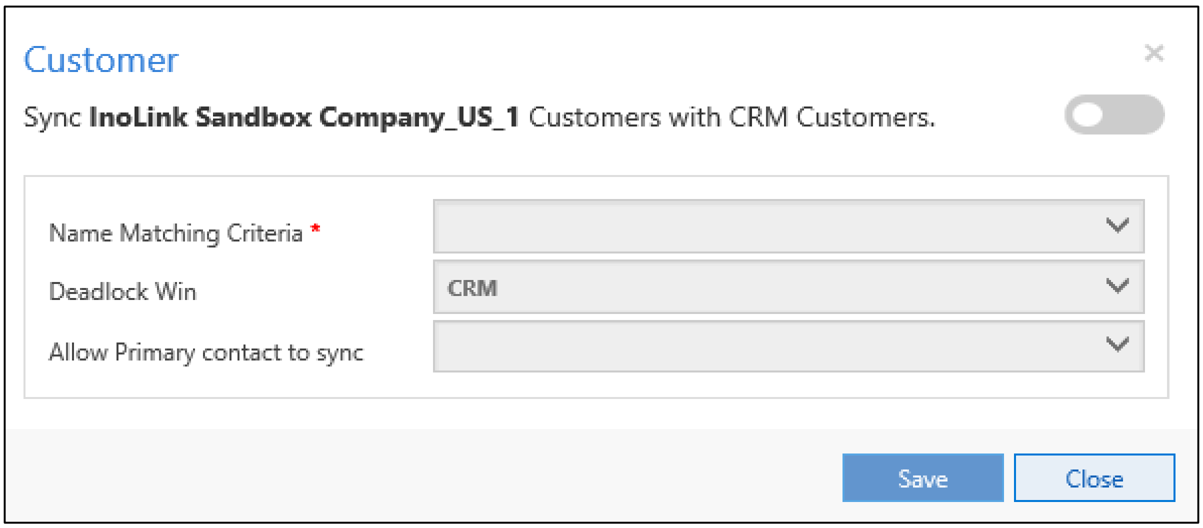
After clicking on **Save** button you will get below success message.



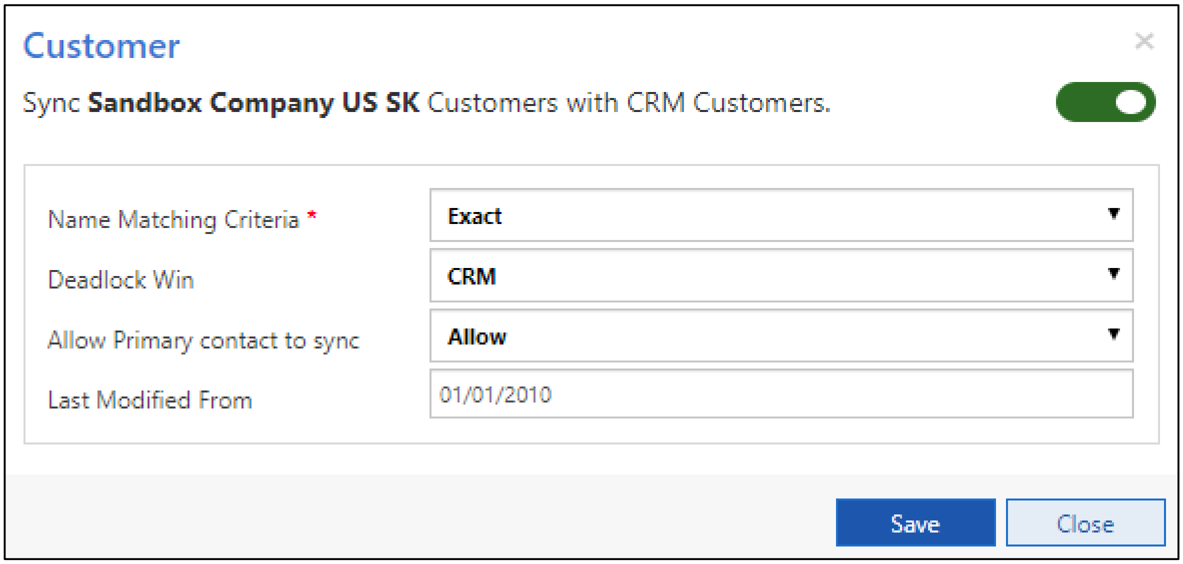
b. What QuickBooks records would you like to integrate with your Dynamics 365 organization? (QuickBooks to Dynamics 365)



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.



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 **Contact** from **QuickBooks** to be Synced with the **Account** or **Contact field** in **Dynamics 365/CRM**.

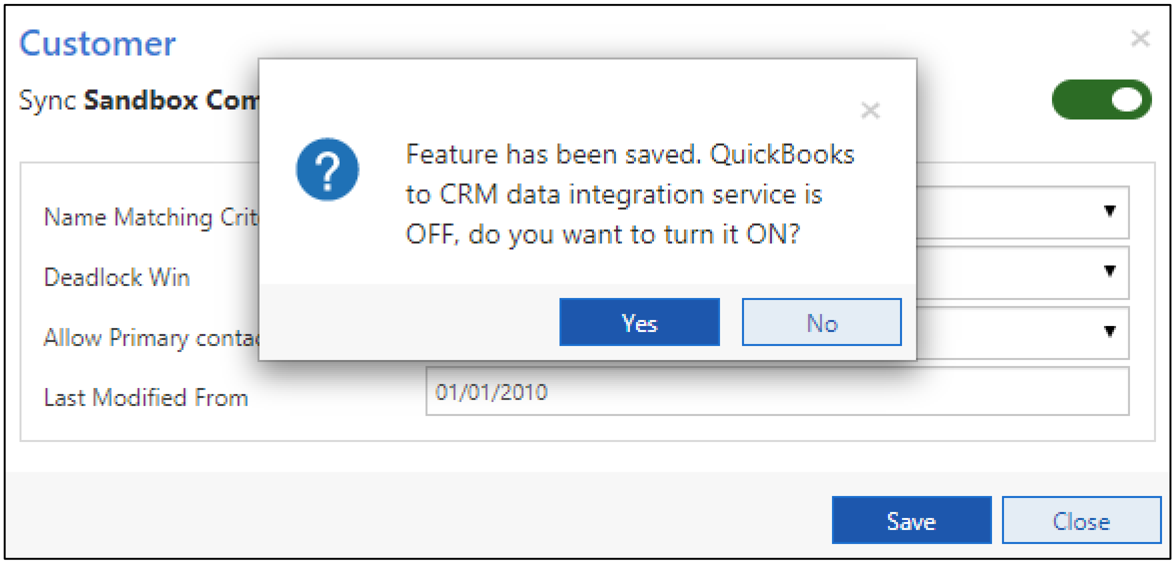
Given that Accounting Contact may be different from the Business Contact stored in Dynamics 365/CRM, you may not want to override the Primary contact set in Dynamics CRM from QuickBooks and vice versa. In that case, set this option as 'Do not Allow'.

Last Modified From:

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

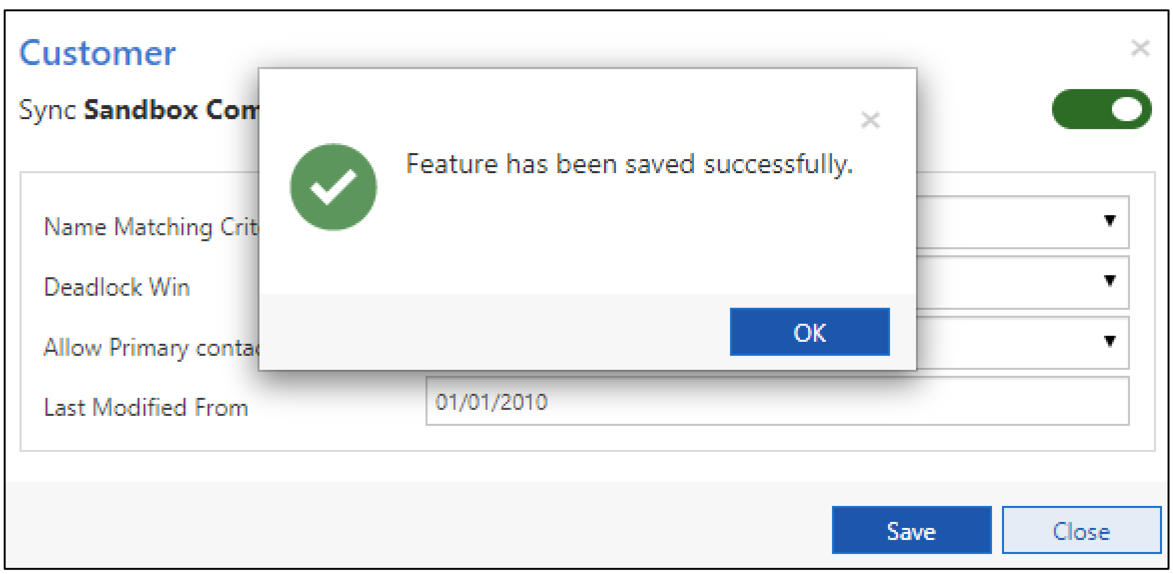
After clicking on **Save** button, depending on whether you have services on or off, you'll get popup message

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.

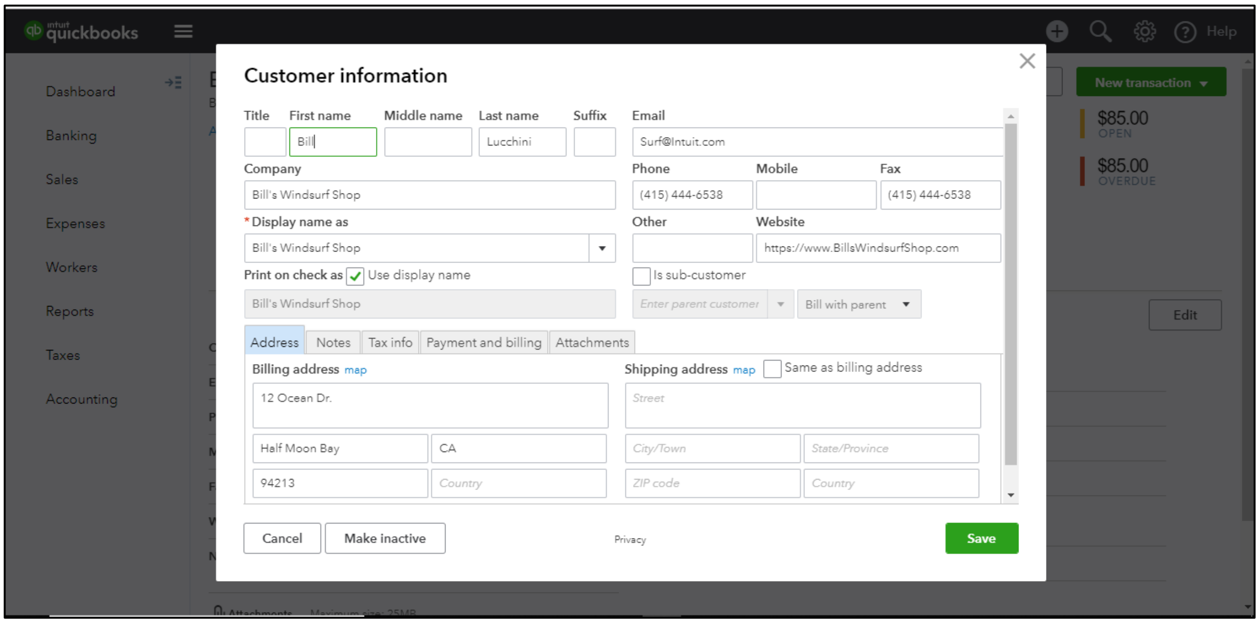


There are **3 cases** that will help you to analyze and understand how the data will be replicated in Dynamics CRM when the data is synced from QuickBooks to Dynamics CRM.

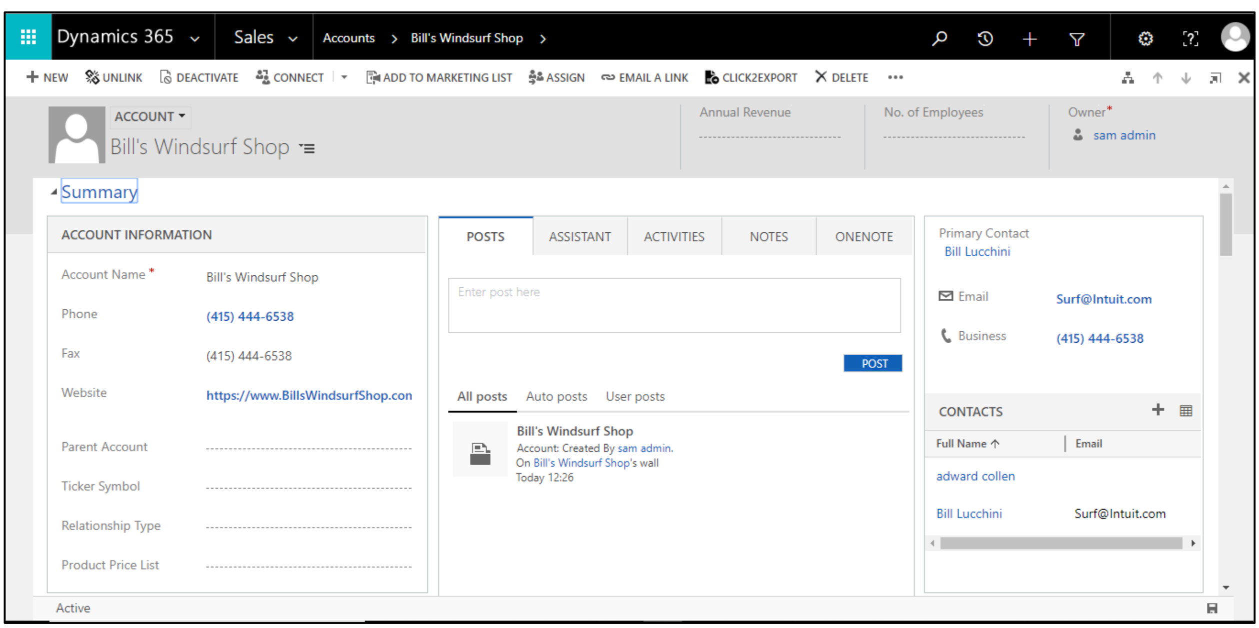
Case 1 – Let's take an e.g. of a customer that is having Company and First name Last name details in QuickBooks.

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:



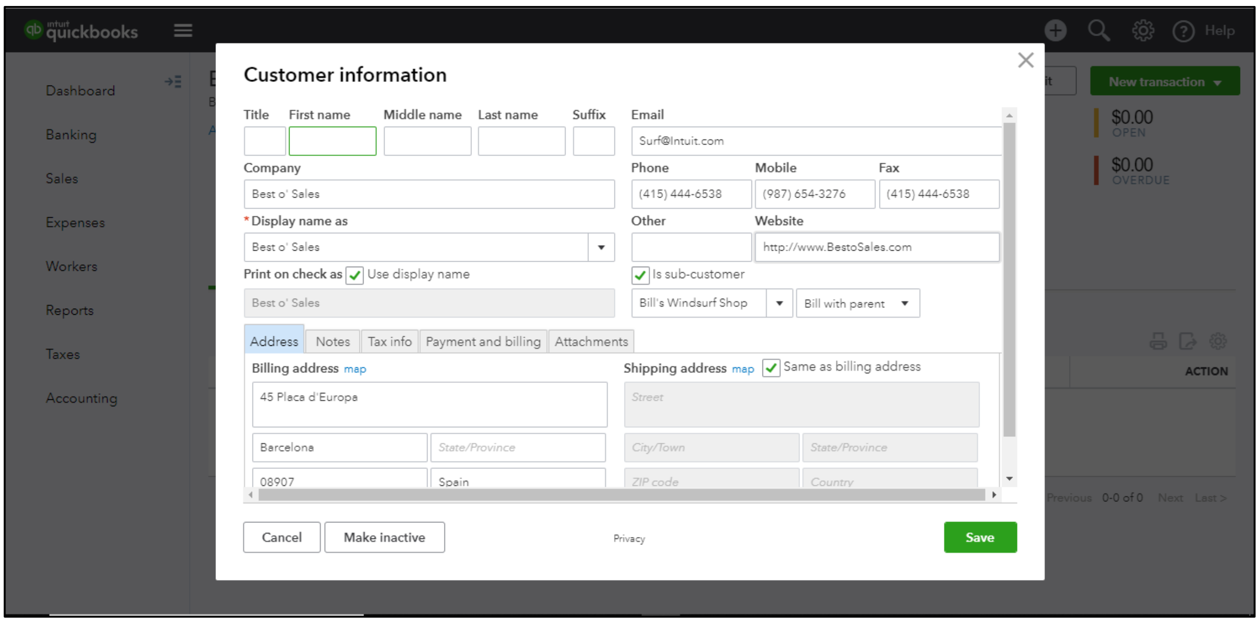
Dynamics CRM side after syncing the Account along with the Primary contact looks like:



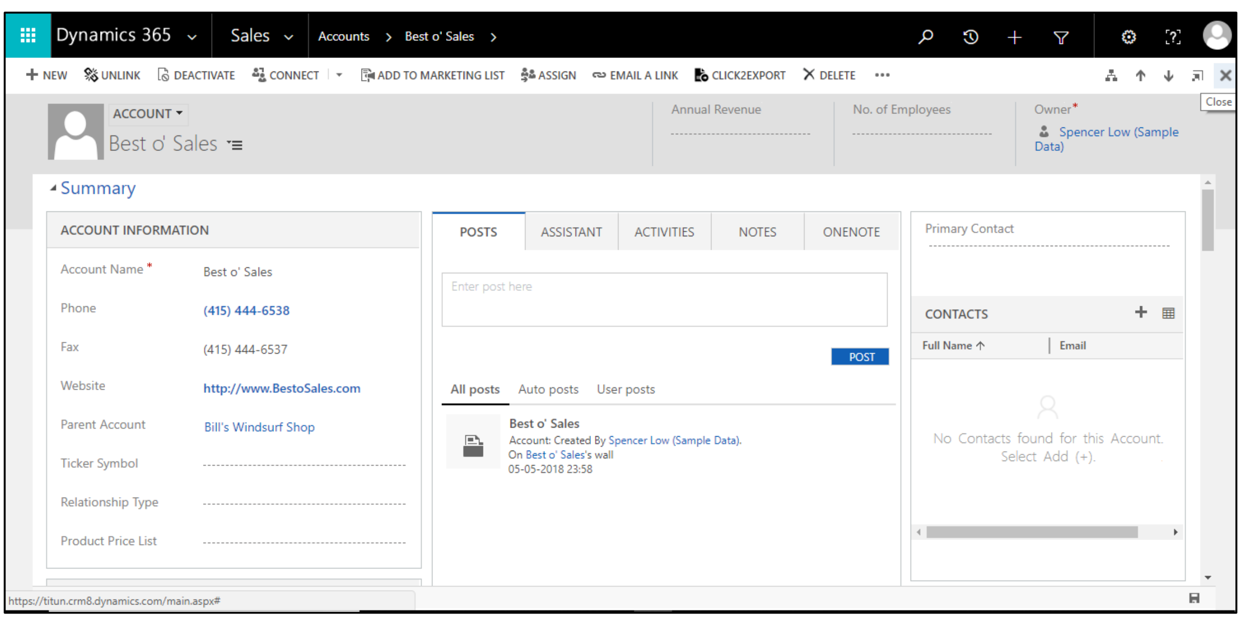
Case 2 - Let’s take an e.g. of a customer having a Company details and sub-customer consisting in the record.

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

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



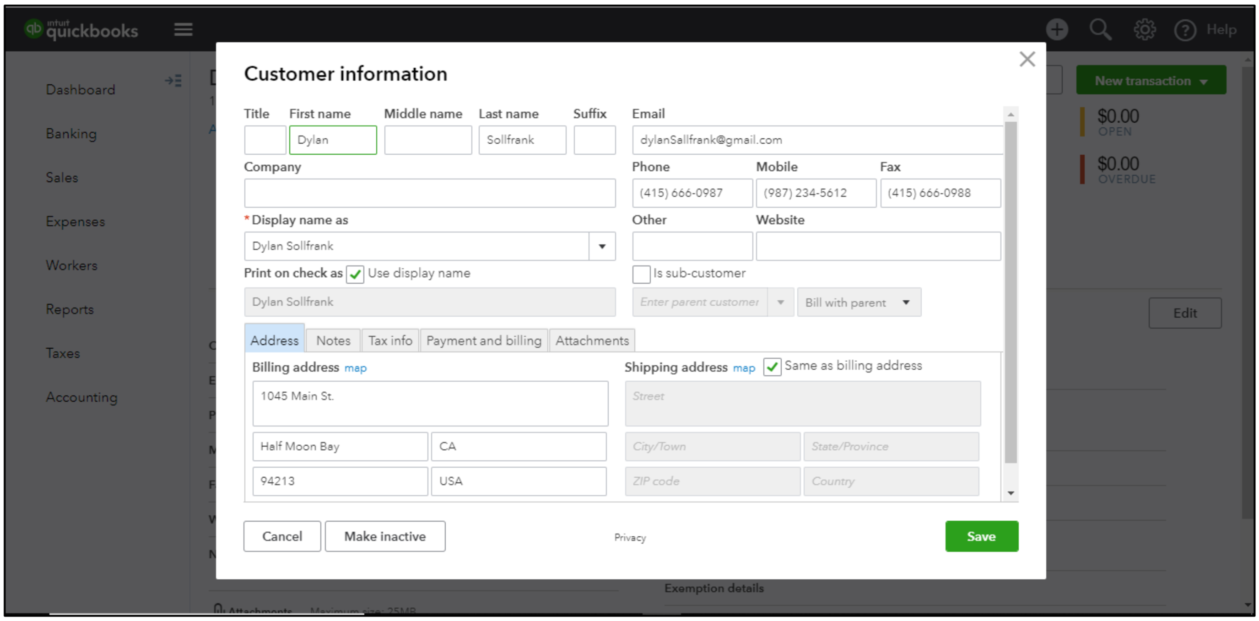
Dynamics CRM side after syncing the Account along with Parent Account will look like:



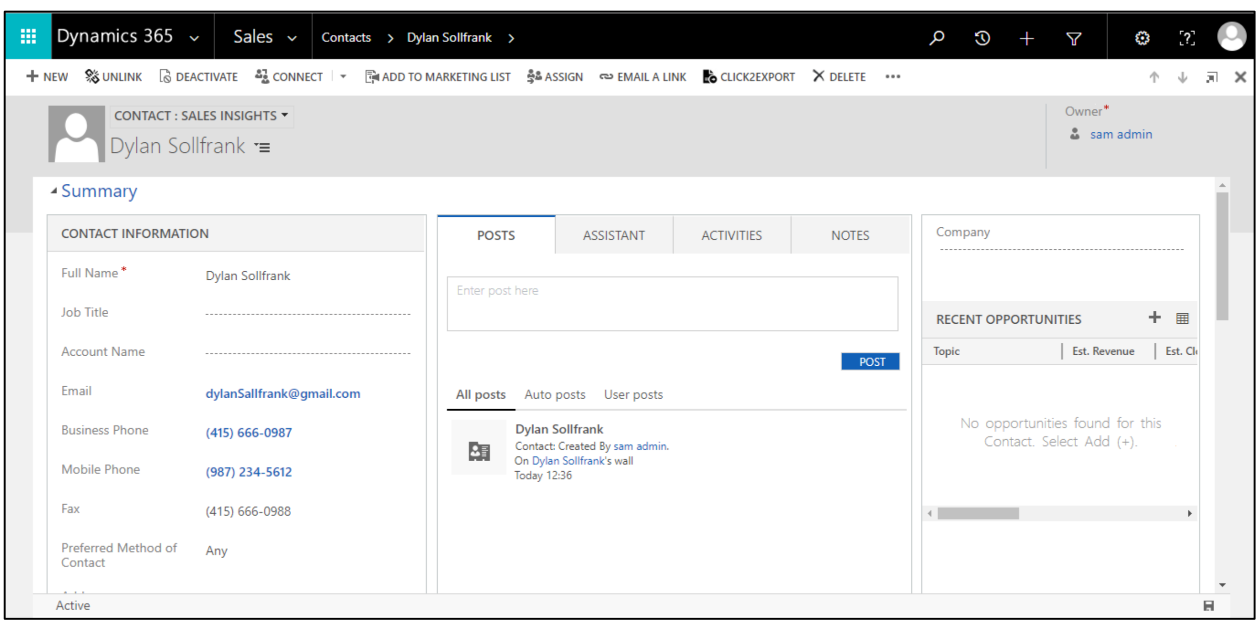
Case 3 - Let's take an e.g. of a customer having a first and last name details consisting in the record.

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

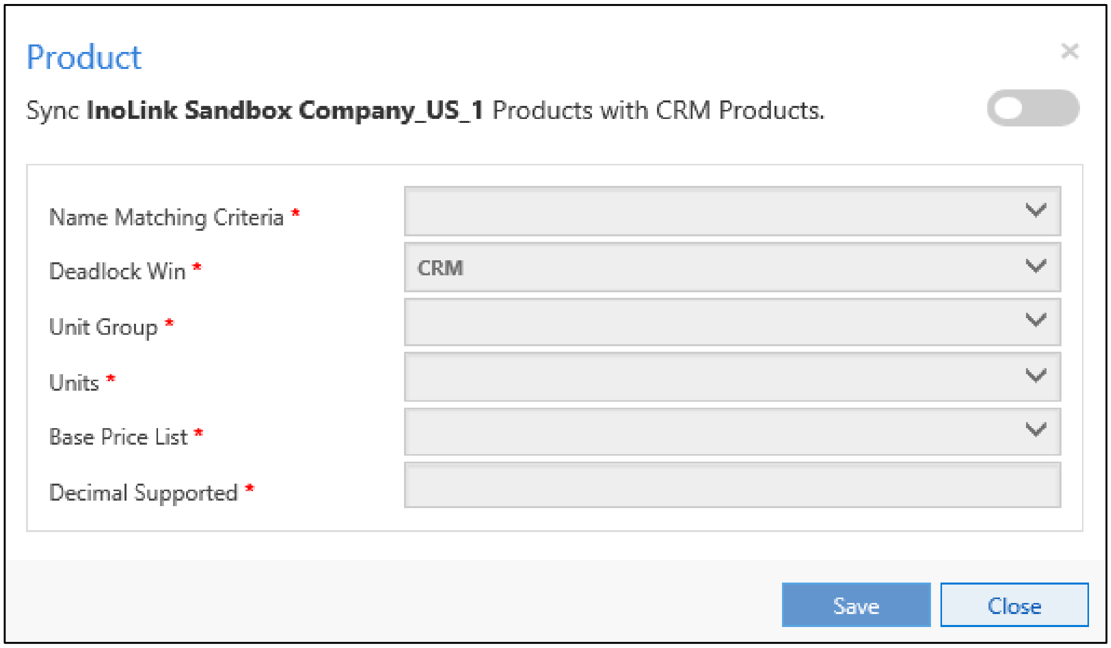
QuickBooks side the customer with First and Last name looks like:



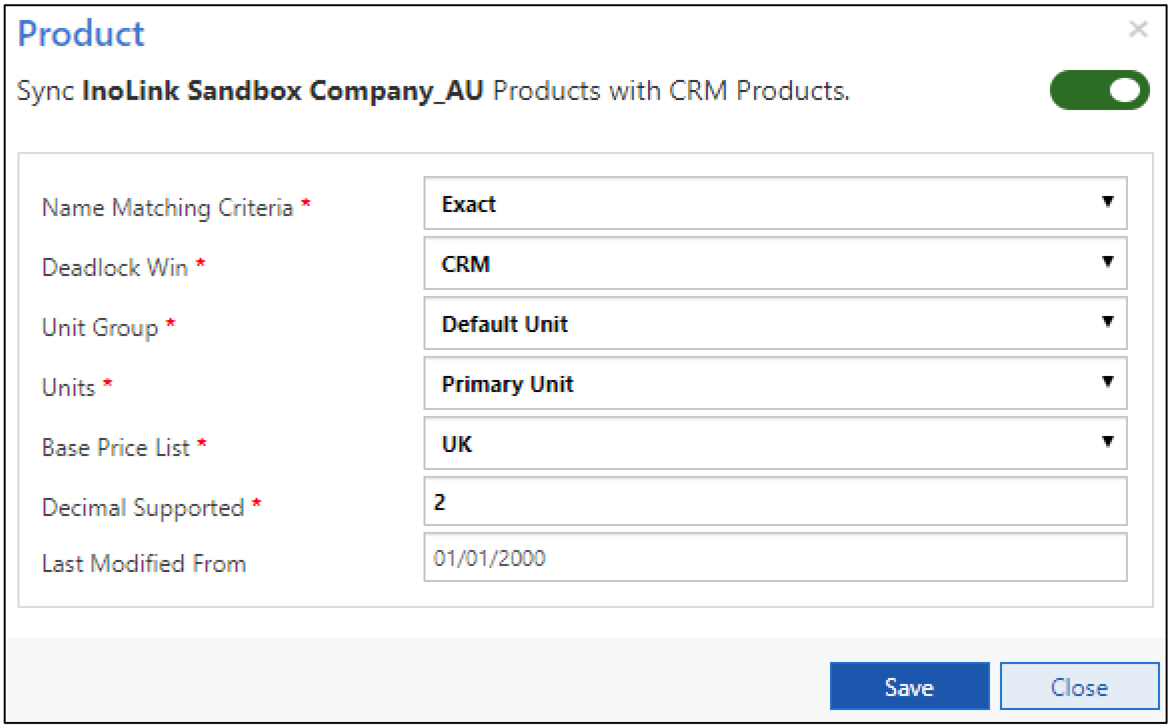
Dynamics CRM side after syncing the contact looks like:



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 feature Setting For US QuickBooks Company:



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.

<u>Name matching criteria:</u> 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.

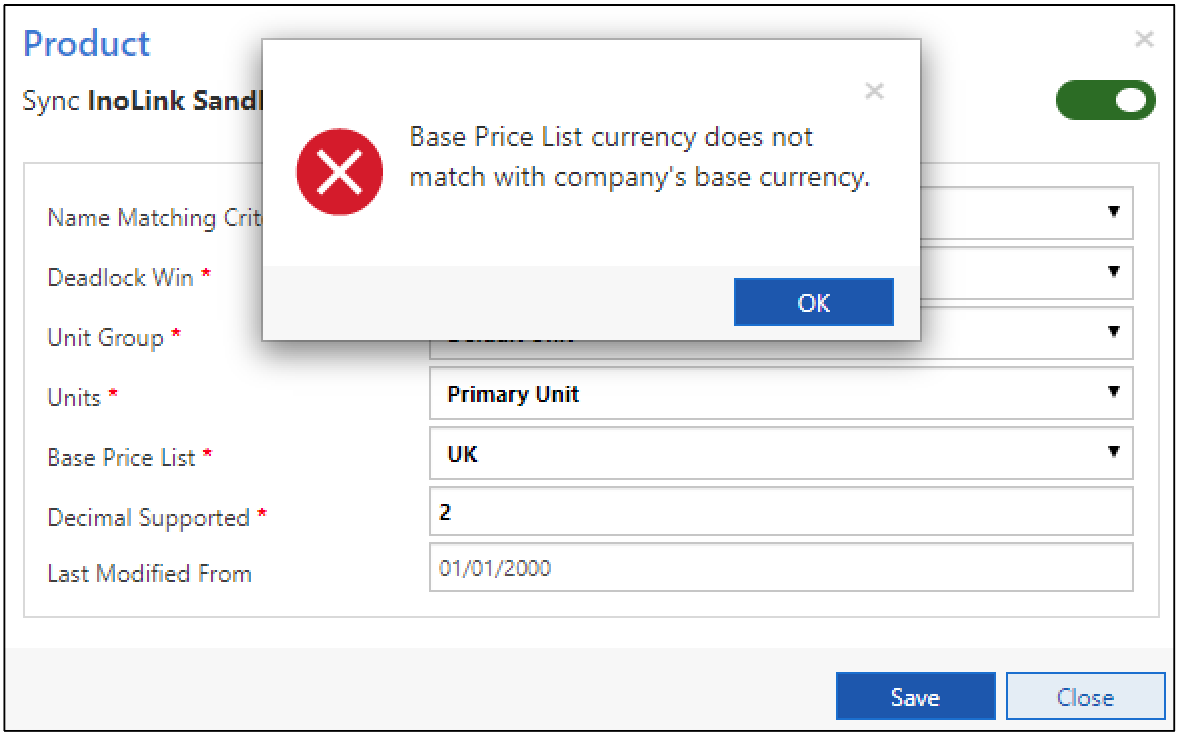
<u>Deadlock Win</u>: You have two options here i.e. **CRM** or **QuickBooks**

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.

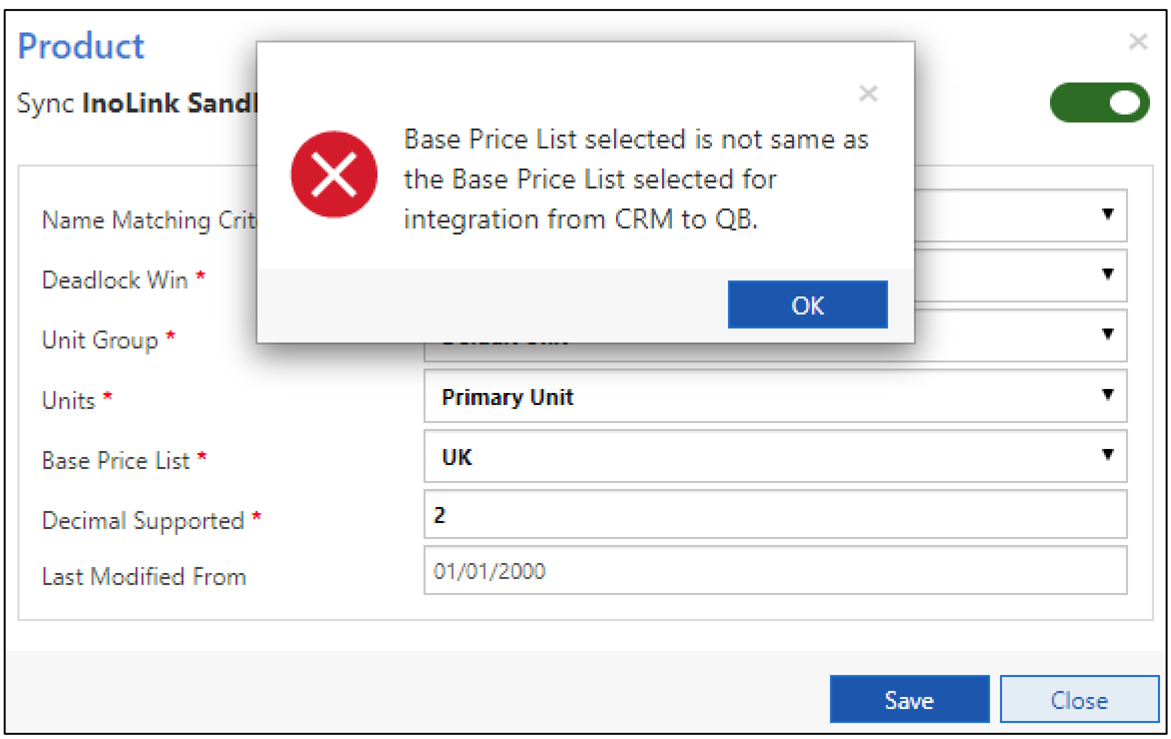
<u>Unit Group & Unit</u>: Products in Dynamics 365/CRM need to have the Unit Group and Unit specified. Provide the default Unit Group and Unit to be set for new products created in Dynamics 365/CRM from QuickBooks.

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

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



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

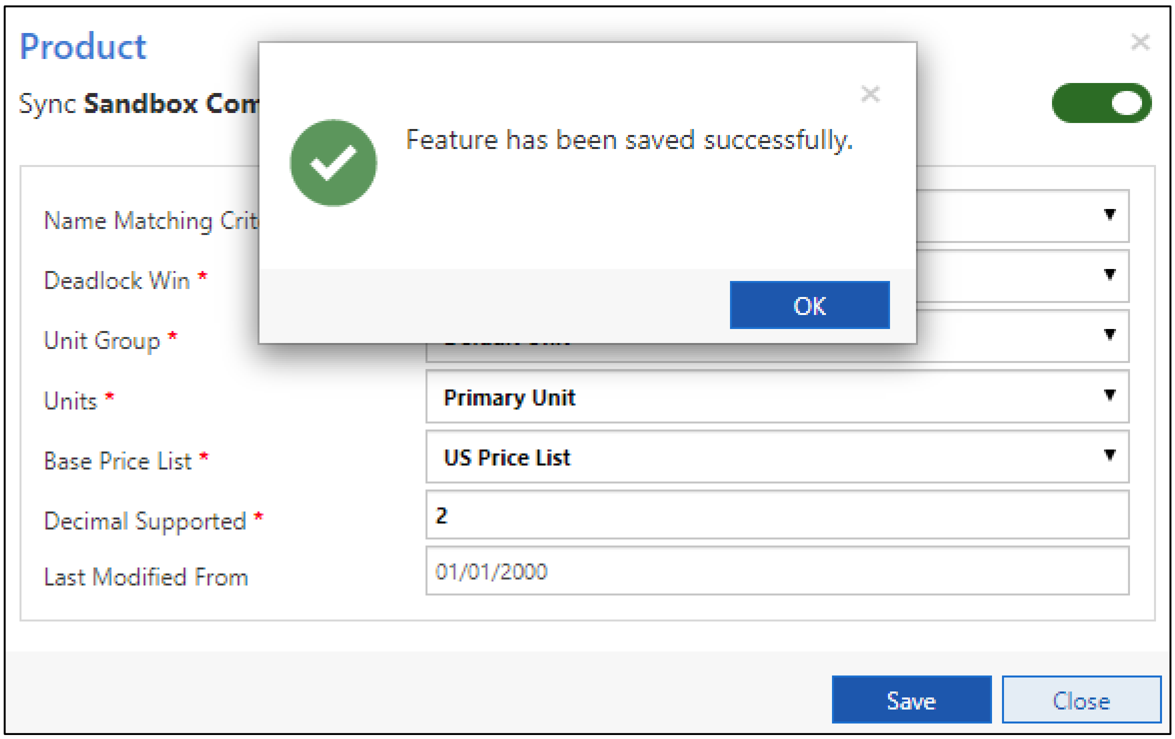


3. If you are already using Price List in Dynamics 365/CRM, specify the Price List you have created to store the product prices.

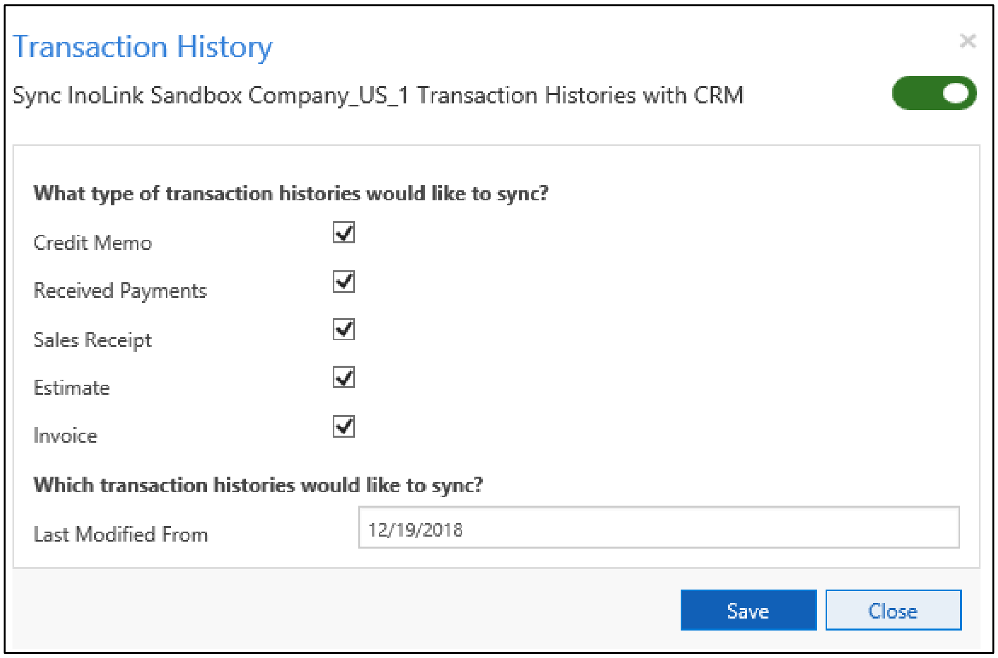
<u>Decimal Supported</u>: The Default value to be set for the Decimal supported attribute of the Product in Dynamics 365/CRM.

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

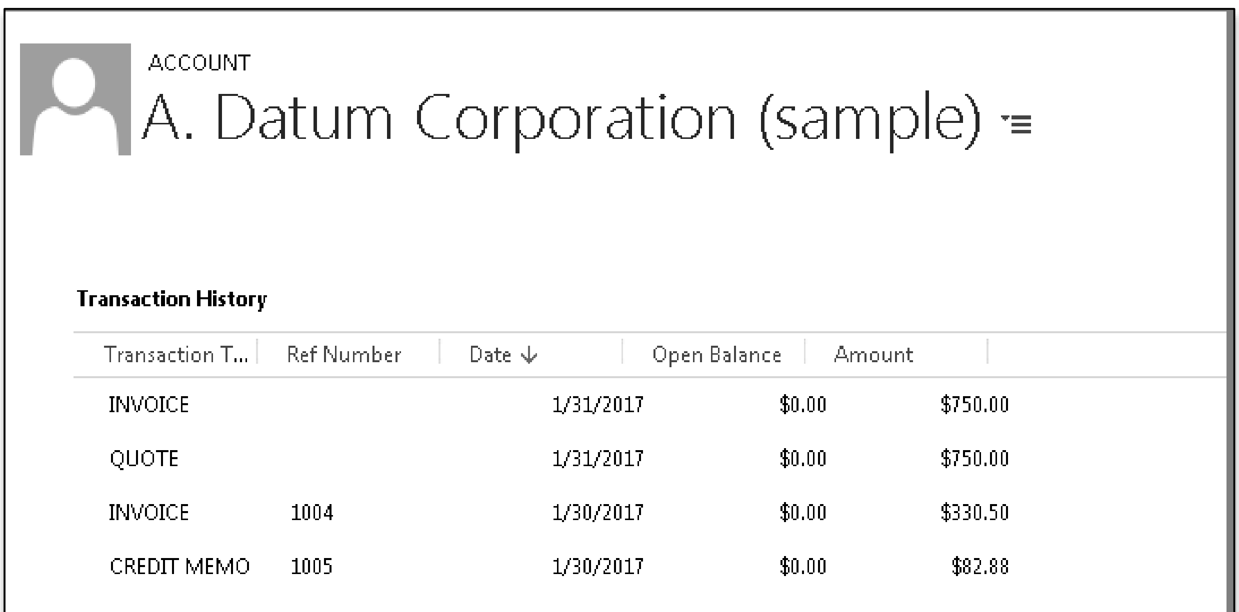
After clicking on **Save** button you will get below success message.



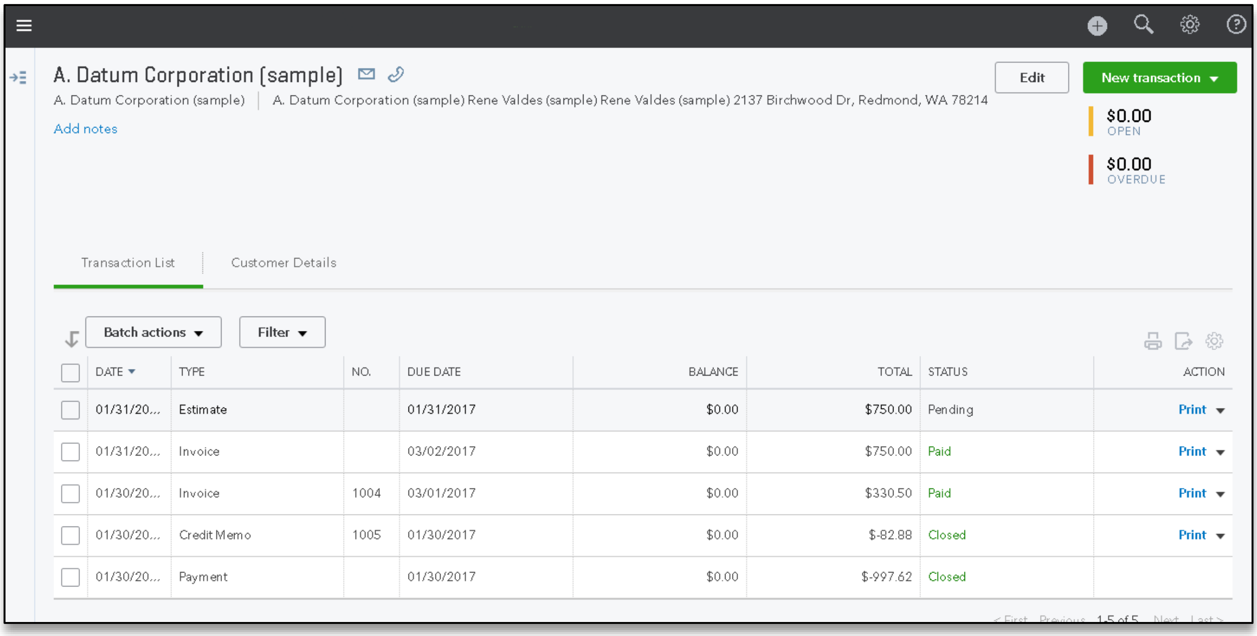
3. **Transaction History:** Using this option user can enable the feature to create and update the details from QuickBooks histories within the Dynamics 365. After clicking on **Transaction History** you will get the below displayed window.



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.



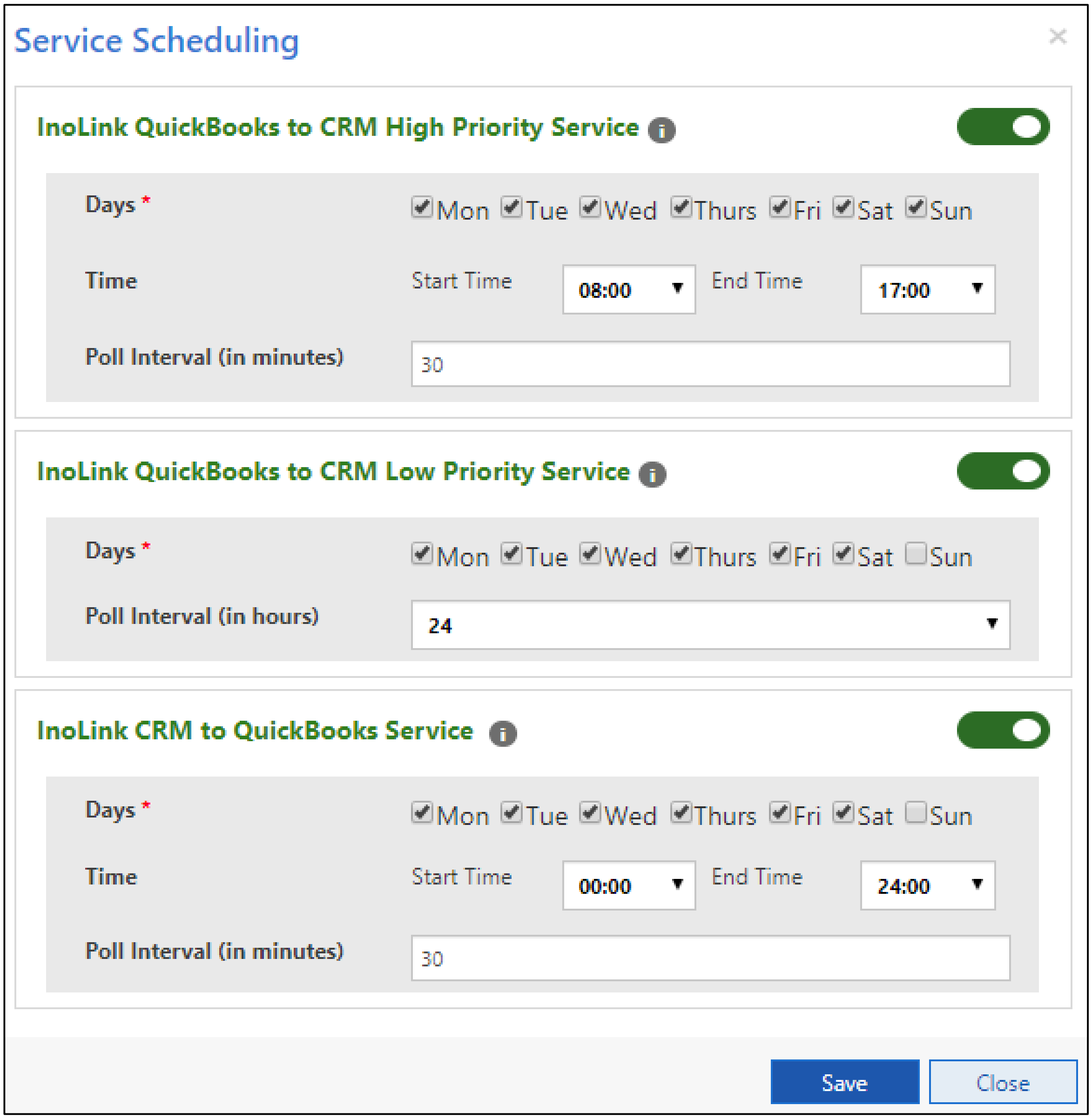
This is the same view as can be seen on the Customer Card in QuickBooks.



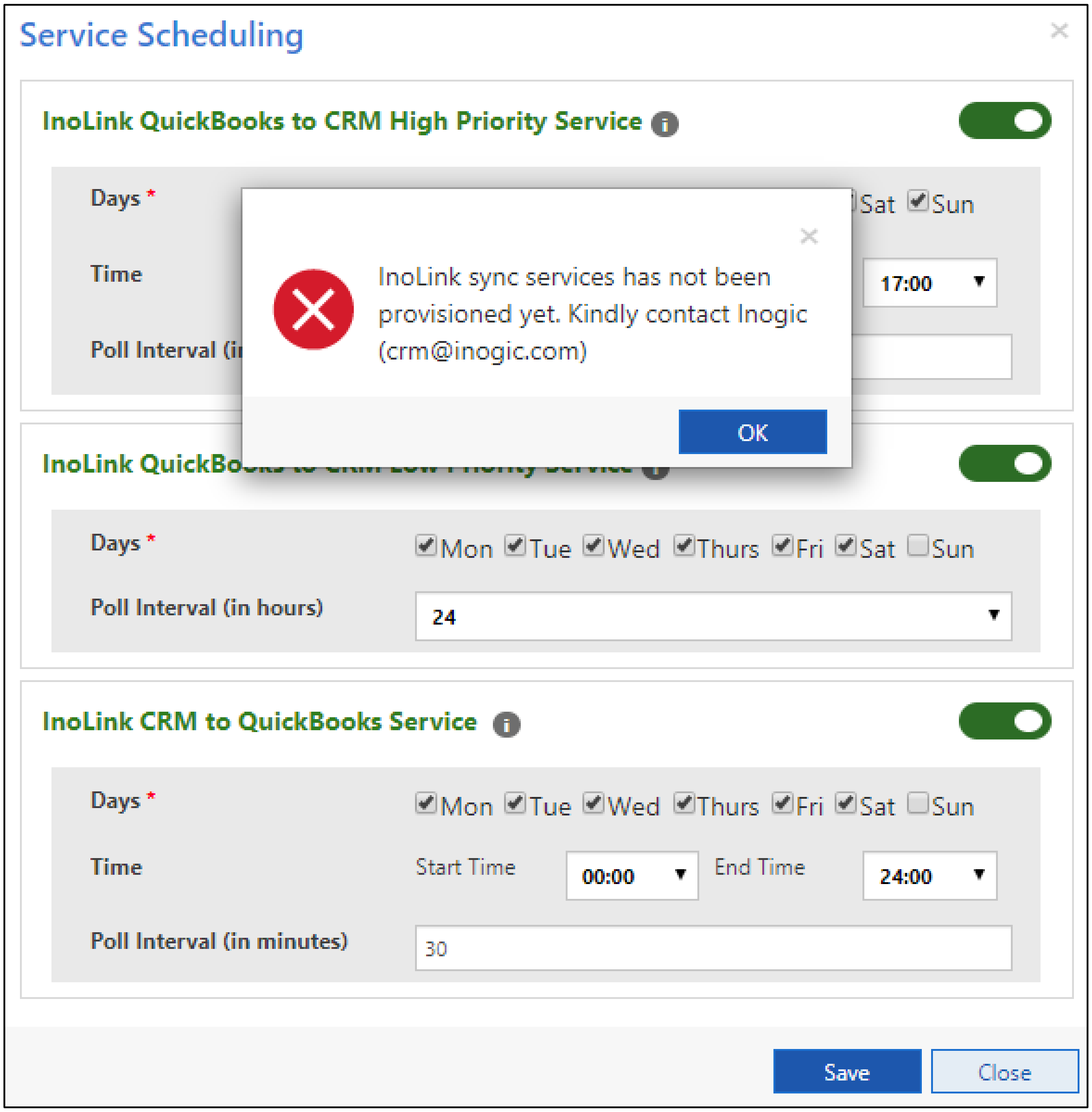
Note: All of the transactions are imported and stored within the Dynamics 365/CRM database. This allows you to implement Field Level Security to handle access to Accounting Details by only authorized Dynamics 365/CRM users.

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.

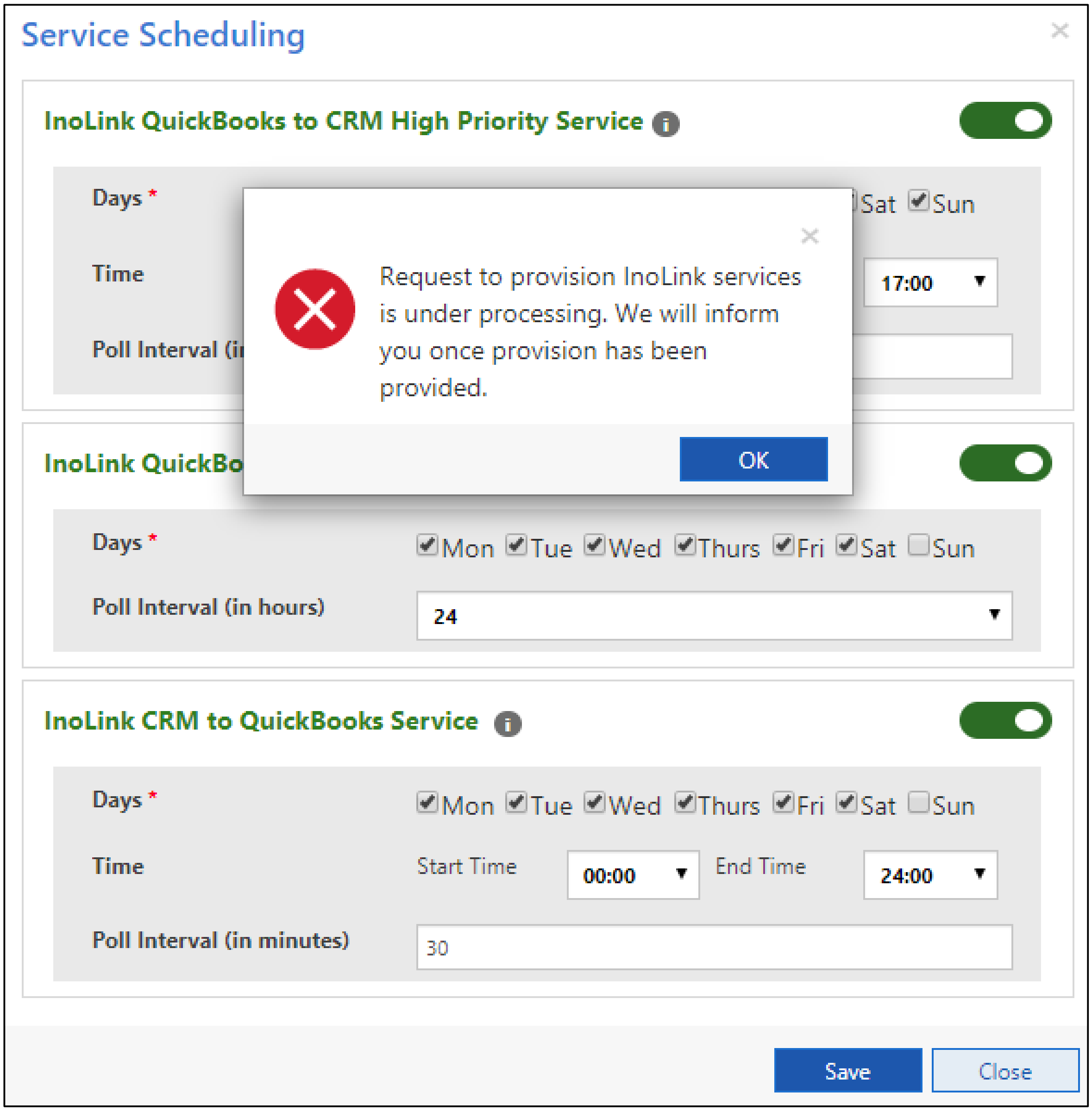
4. **Service Scheduling**: Using this option user can enable the feature to start the services for QuickBooks to CRM Data Synchronization. After clicking on **Service Scheduling** you will get the below displayed window.



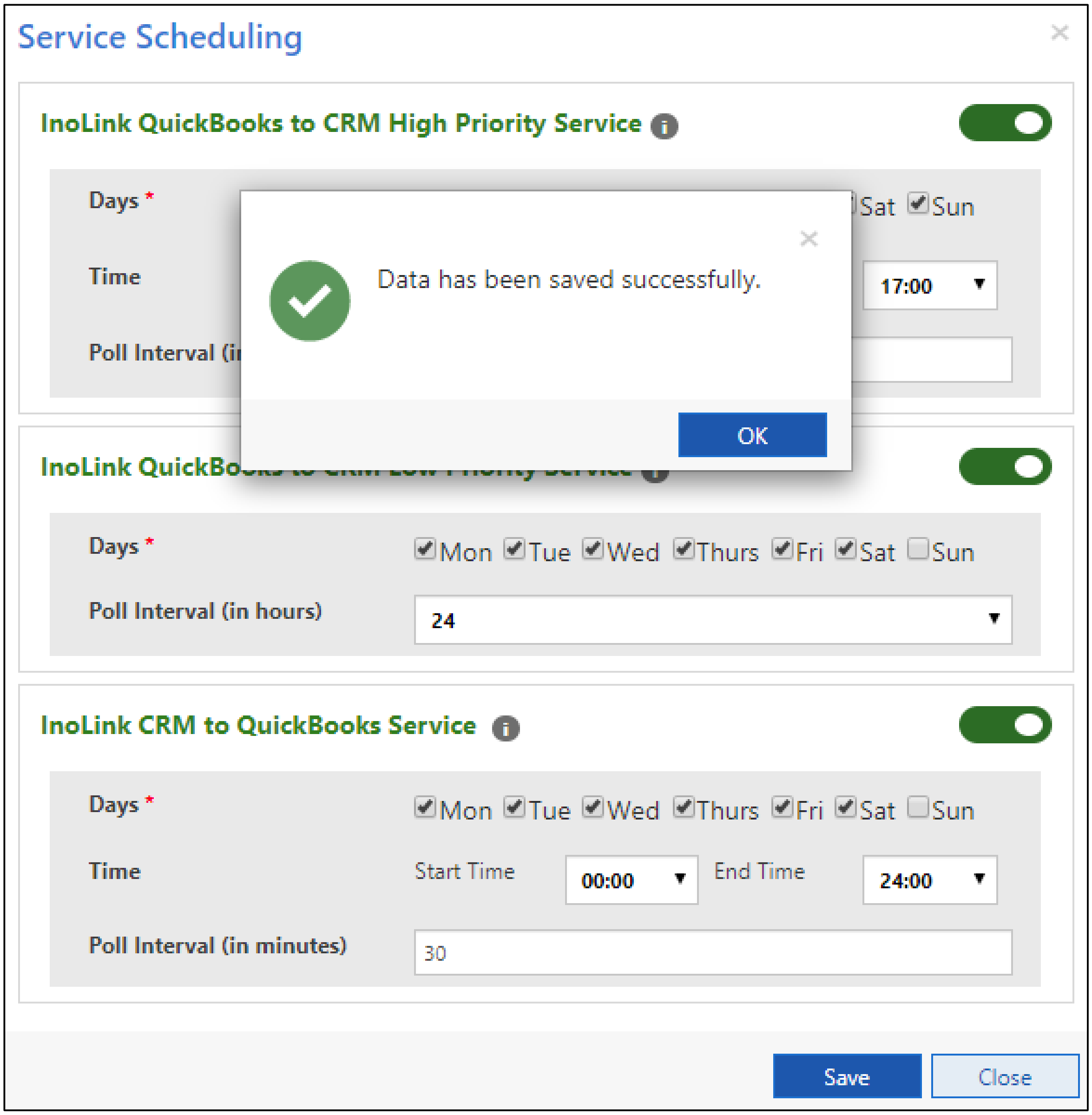
After clicking on Save button user will get the below message where user needs to contact us i.e. **Inogic** to start the QuickBooks to Dynamics CRM services. The services will be started within **24 hours** after the request is been placed.



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.

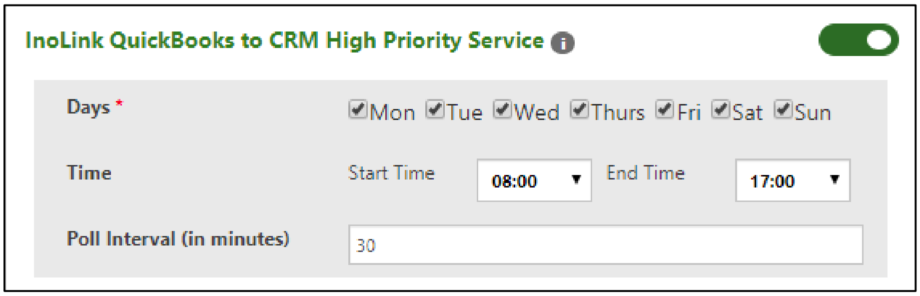


Inogic will then enable the QuickBooks to Dynamics CRM services and Dynamics CRM to QuickBooks bulk data synchronization service and send the email to intimate the user. User then needs to start the services by navigating back to Service Scheduling.



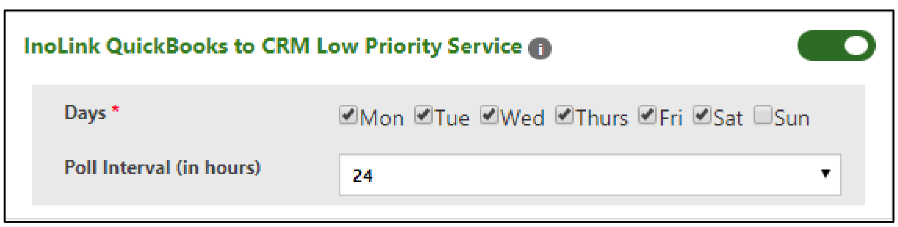
1. **InoLink High Priority Service:** This service is used to move Customers, Products, transaction history, Current balance, Total balance, from QuickBooks to Dynamics 365/CRM. User needs to follow the below steps to setup the service:
    a. **Toggle**: Click on the toggle button to switch on/off the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

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



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

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

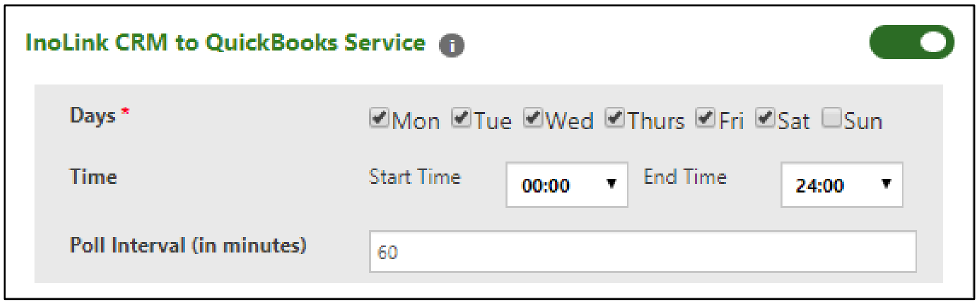


This service is scheduled to run once a day on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Once again the interval, and days can be modified but we recommend having this set as a once a day update since it will read through all the synced customer and product records and update them all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

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

b. **Days**: Indicates on which days your service will run. The service will trigger only on the selected days.

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



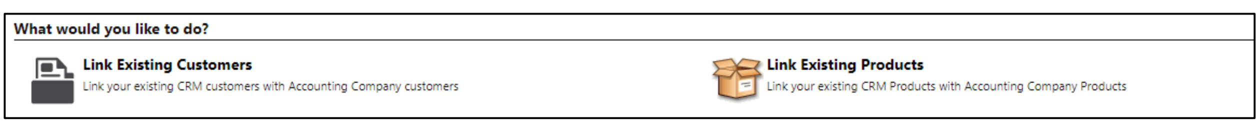
This service is scheduled to run at an interval of **60 minutes** on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday from 12 AM to 23:59 PM. You can modify the days, time, and interval to your choice. We recommend the users to set the minimum time of **30 minutes**.

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.

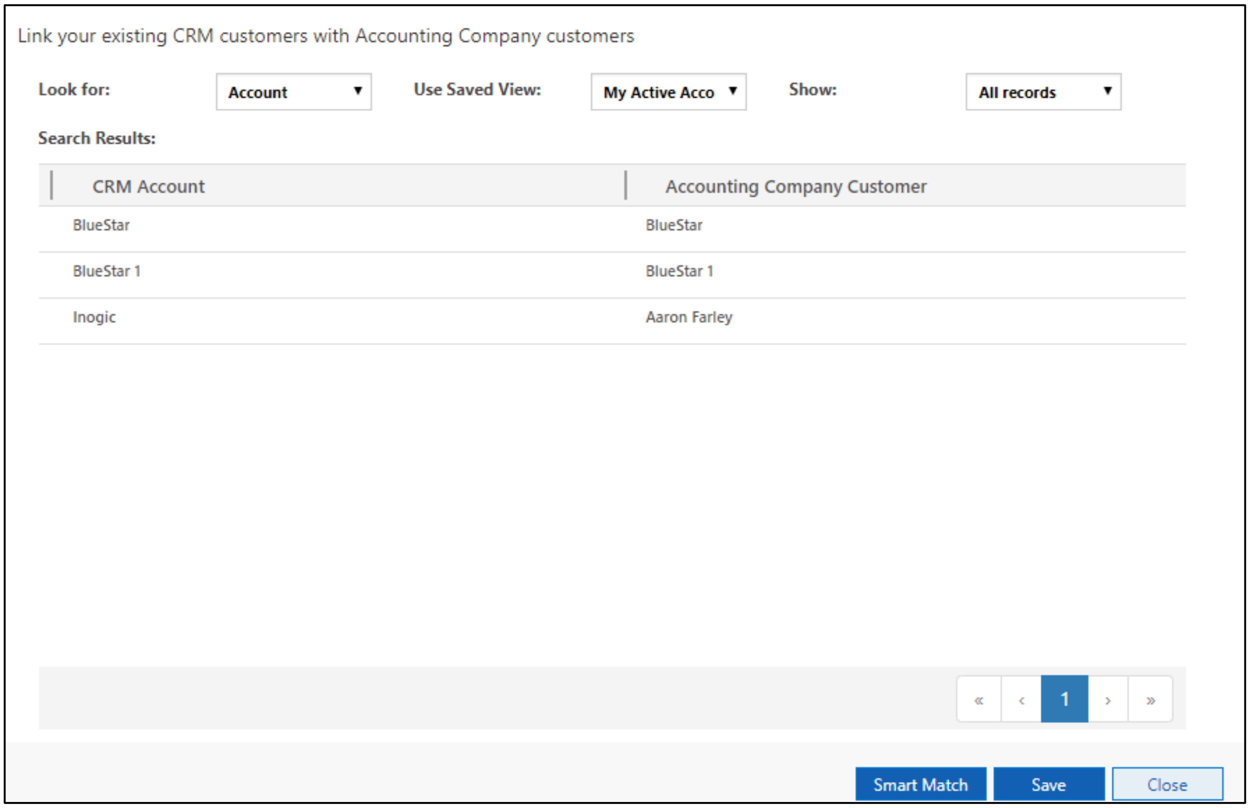
Currency Settings: If you use Multi-Currency, ensure that you have created/enabled all the currencies used in both systems.

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?



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



You will use this option when you have already been using both CRM and QuickBooks and have records created and maintained in both the systems and now you would only like to link the records from both systems so that updates start moving between the systems.
The **Smart Match button** will try to auto-match the records based on the name of the both QuickBooks AND Dynamics CRM records.

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

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

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

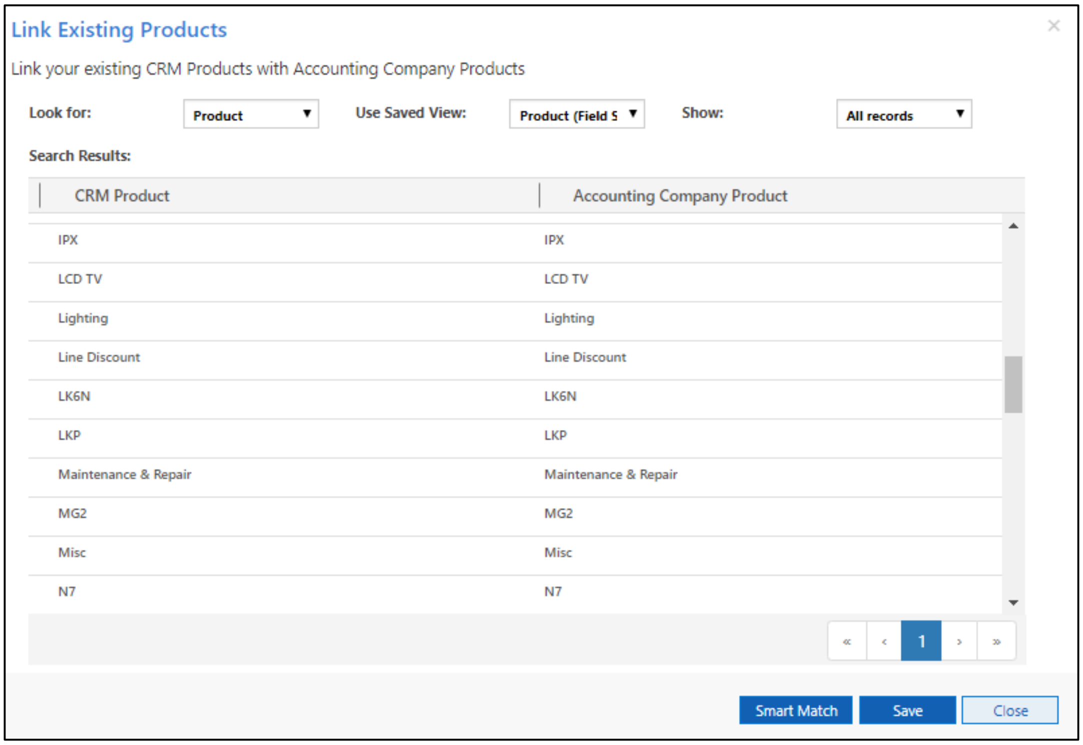
b. **Show linked records:**
   When "Show linked records" is selected it will fetch all the customers those are already linked between the two systems.

c. **Show unlinked records:**
   When "Show unlinked records" is selected it will fetch all the record from Dynamics 365/CRM which are not linked.

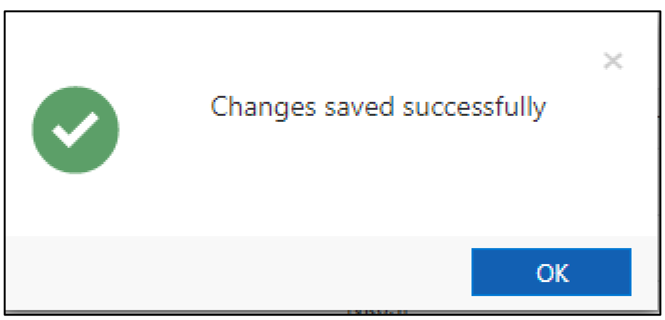
Note: For better performance, use the Show unlinked records option for filtering the records.

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

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



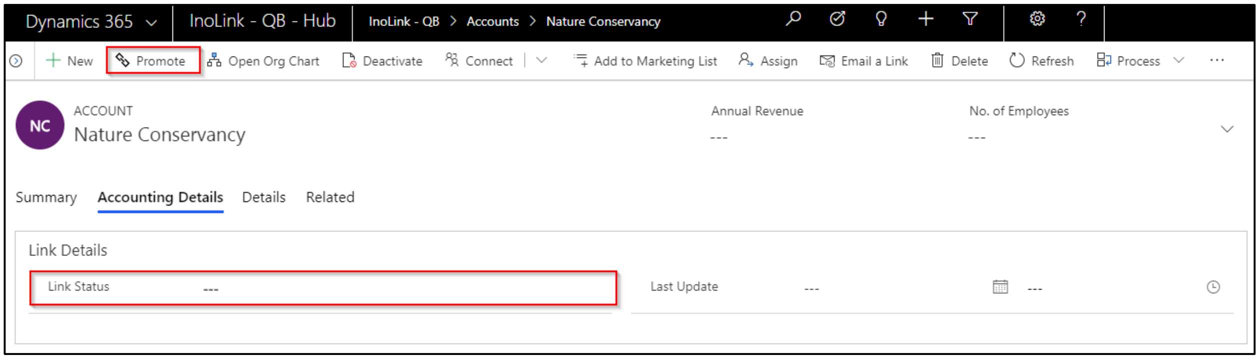
After clicking on **Smart Match** and **Save** button user will get below displayed message.



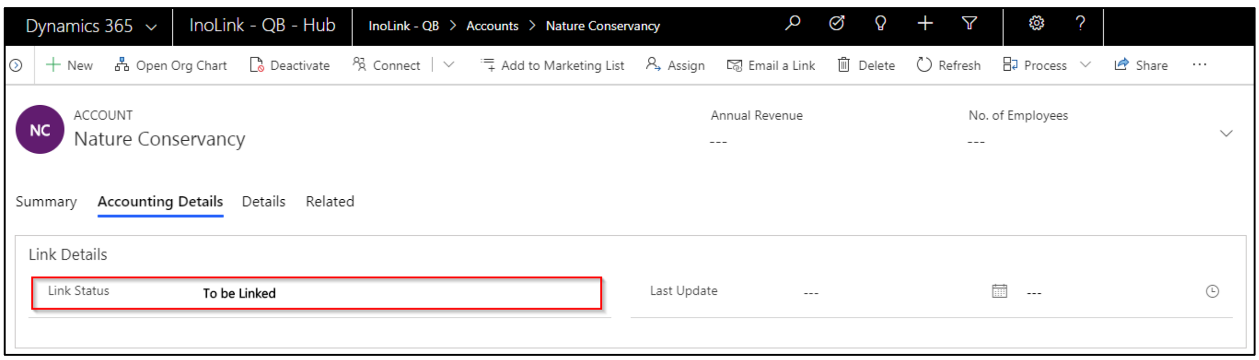
How to sync Dynamics 365 Data to QuickBooks: (Accounts, Contacts, Products, Quotes and Invoices)

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

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

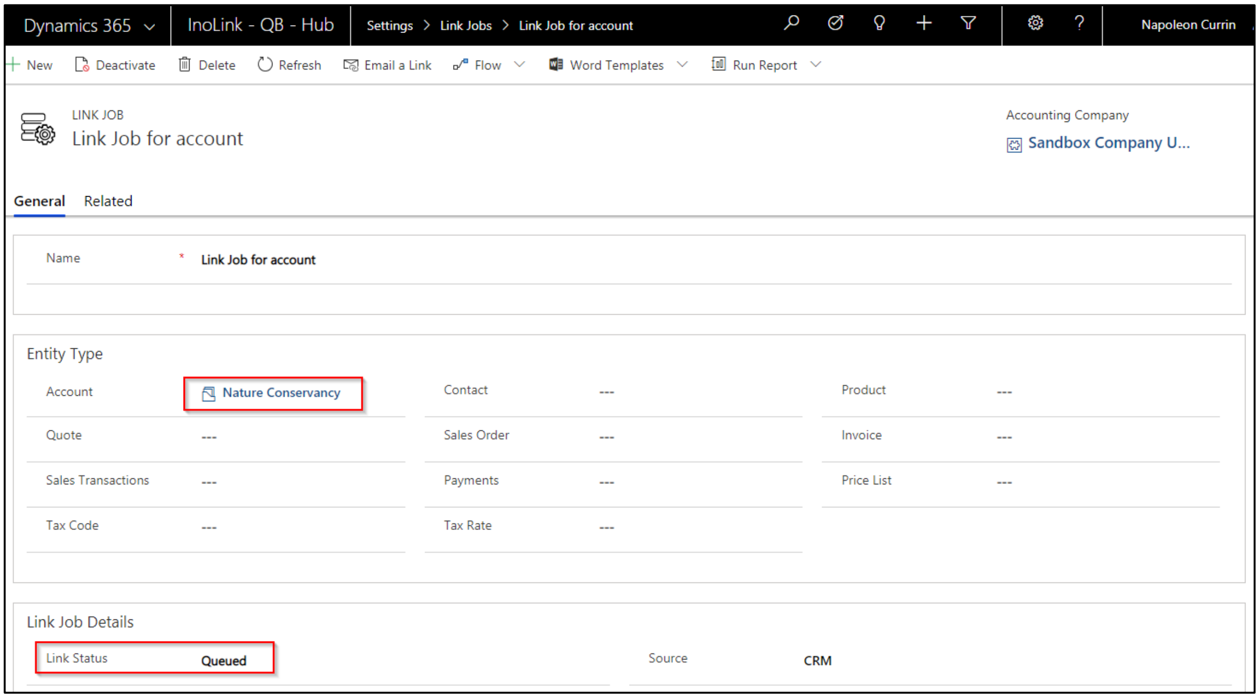


Once you click on this button, the Link Status will be updated to “To be Linked” as shown in the below screenshot;



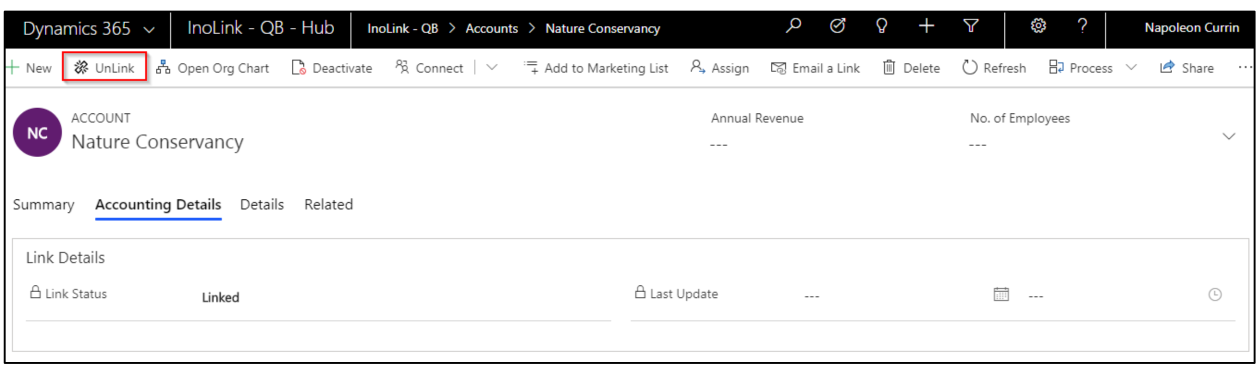
In the background this will initiate a Link Job to be processed by the service to move the update from CRM to QuickBooks.

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

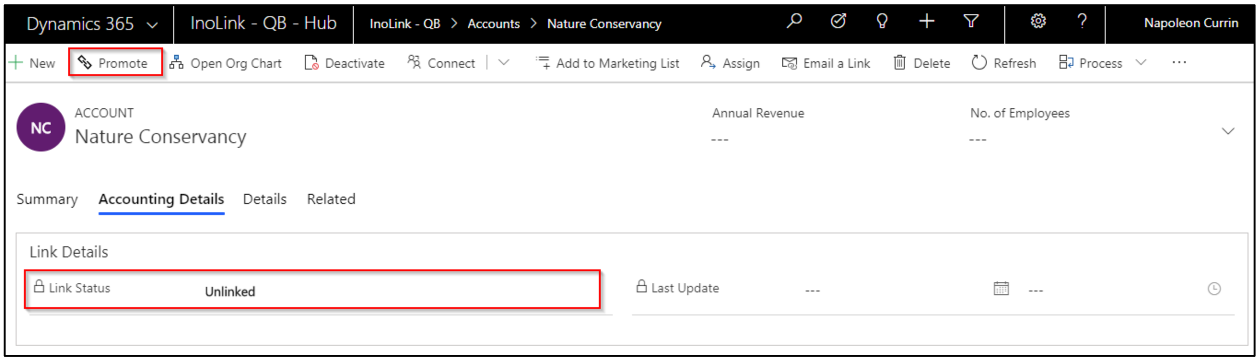


Similarly, you can schedule jobs for Dynamics 365/CRM to QuickBooks update for Contact, Product, Quote and Invoice.

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



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



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

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

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

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

Field Mappings

Account Mappings:

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

		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:

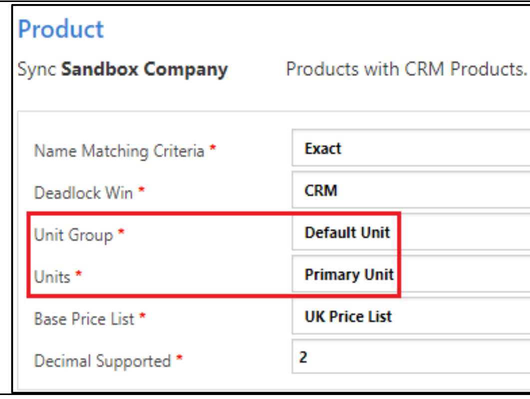
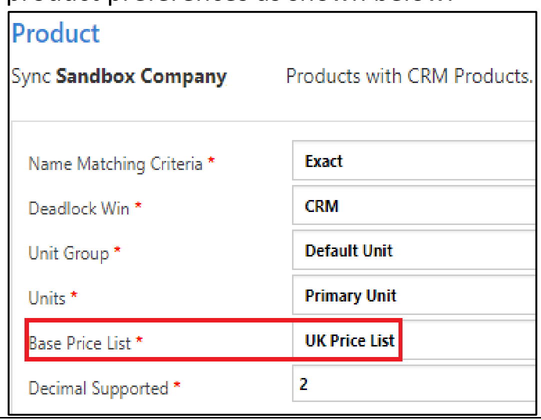
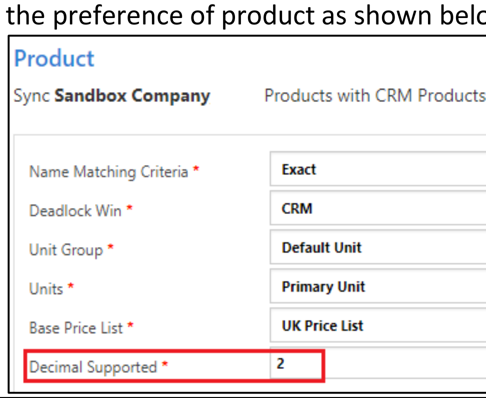
Note: - Contact only gets synced when it does not have any Parent Customer specified.

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.

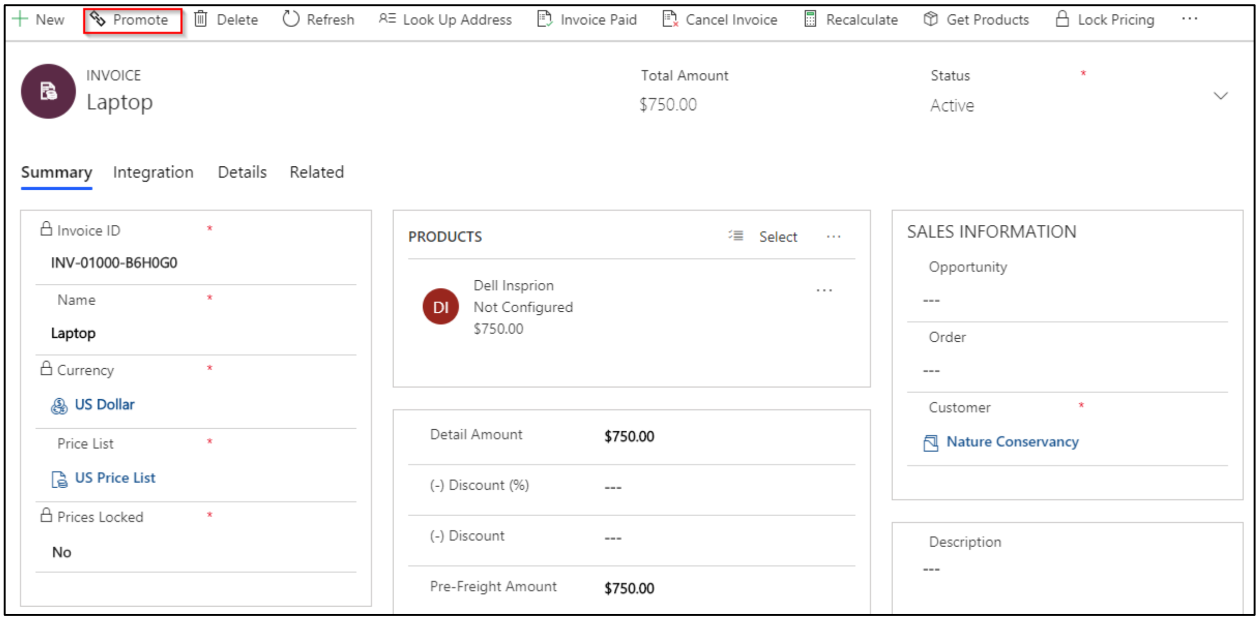
<table>
<tr><td></td><td></td><td>
</td></tr>
<tr><td>Unit Group</td><td>Unit of Measure</td><td>Same as above</td></tr>
<tr><td>Vendor</td><td>Preferred Vendor</td><td>Vendor gets mapped to Preferred Vendor and vice versa. Note: Preferred vendor list from QB must have name exist in that list when it will get sync from CRM to QB.</td></tr>
<tr><td>Vendor part number</td><td>Manufacturer's Part Number</td><td>Vendor part number gets mapped to Manufacturer's Part Number and vice versa.</td></tr>
<tr><td>Default Price List</td><td>NA</td><td>When is synced from QB to CRM it is necessary to set Default pricelist. This will read the default value from product preferences as shown below.

</td></tr>
<tr><td>Decimal Supported</td><td>NA</td><td>When product is synced from QB to CRM it is necessary to set Decimal supported it will read the default from the preference of product as shown below.

</td></tr>
</table>

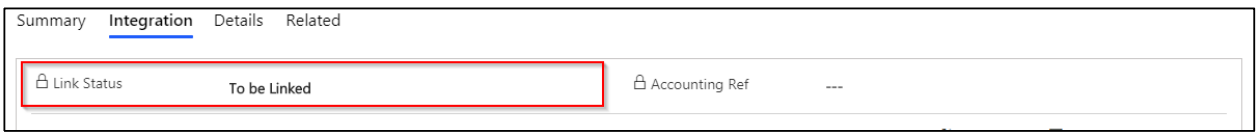
		Note: When you sync Products from CRM to QuickBooks it is necessary to set **Asset Account**, **Income Account** and **COGS account.** The defaults are read from the Product preferences.
NA	Asset Account(only for NA inventory part)	
NA	Income Account (for all types of Items)	
NA	COGS Account (only for inventory part)	

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.

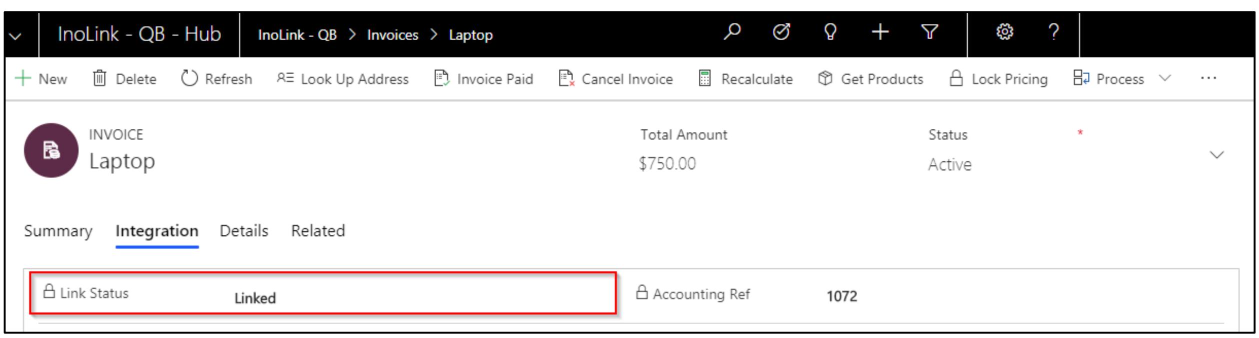
Once you are ready to move the transaction to QuickBooks, set the **Link status** to "**To be linked**" by using the Promote button available in the ribbon bar as shown below.





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.



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

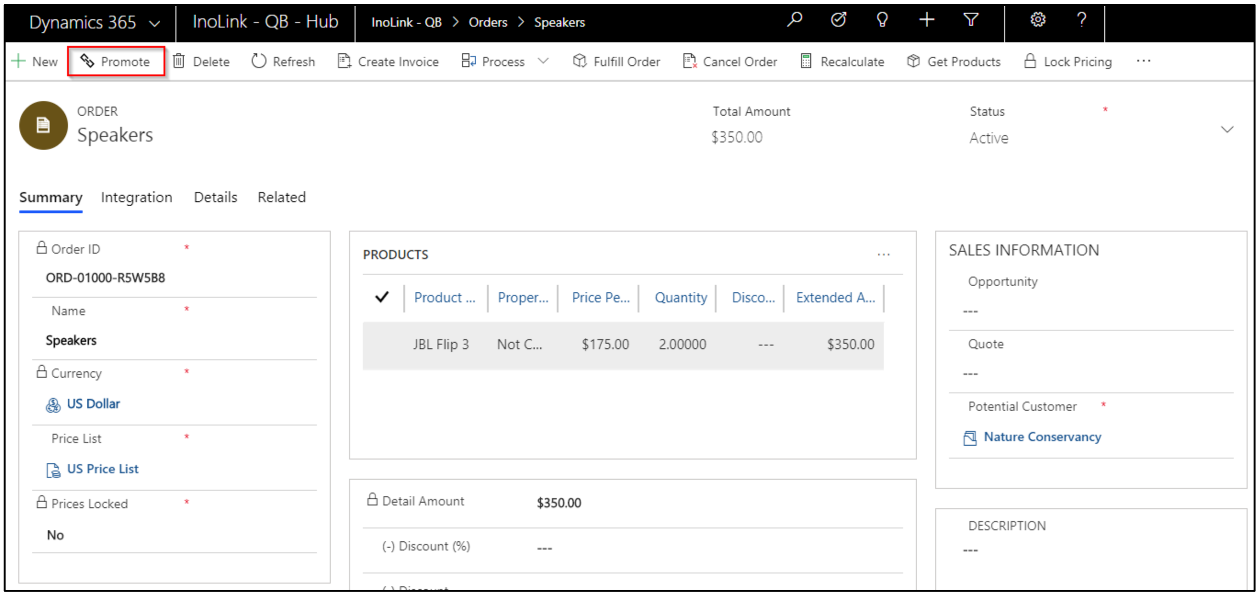
In case of a successful transfer of transaction from Dynamics 365/CRM to QuickBooks, the QuickBooks document No. is copied to CRM for a quick reference to the associated QuickBooks record.

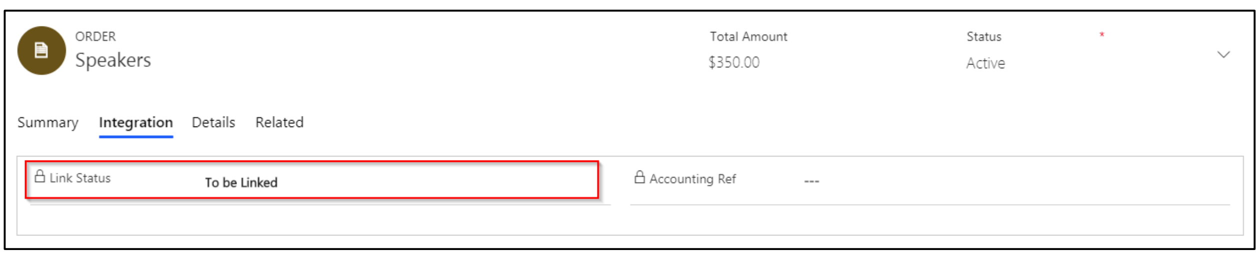
Note: Once a transaction has been successfully promoted to QuickBooks, it cannot be updated in Dynamics 365/CRM.

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.

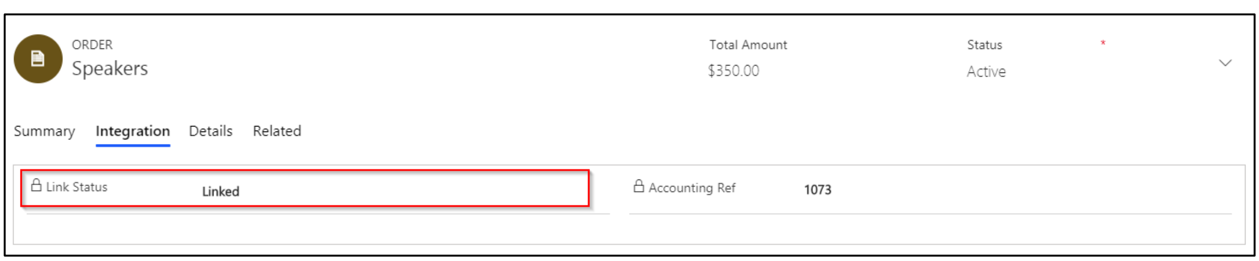
Once you are ready to move the transaction to QuickBooks, set the **Link status** to "**To be linked**" by using the Promote button available in the ribbon bar as shown below.



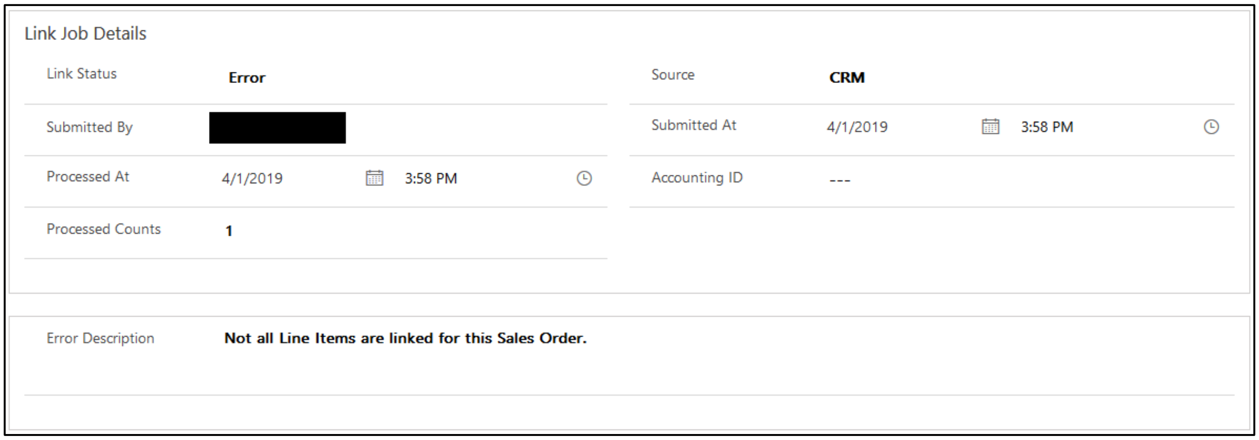


This will create a Link Job with "**Queued**" status that will be processed by the enable feature of syncing the Order from Dynamics CRM to QuickBooks.

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.

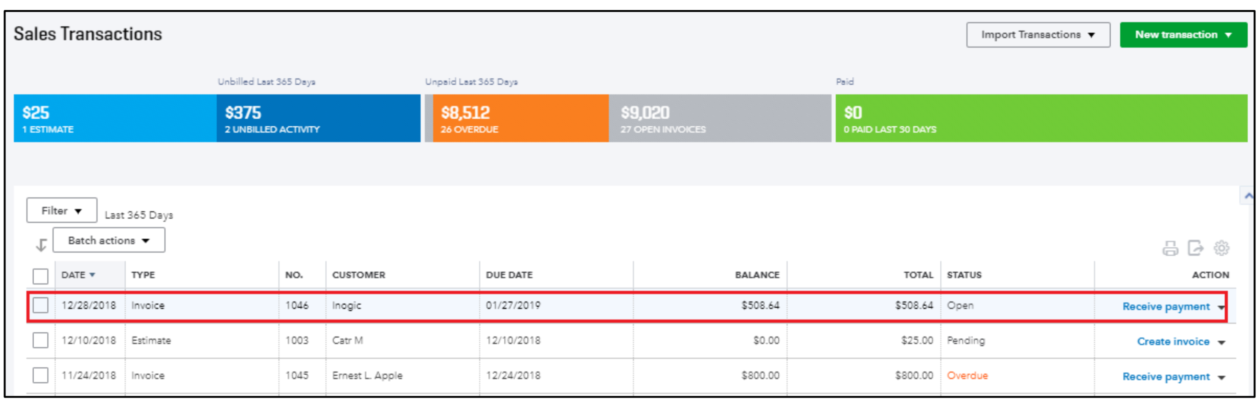


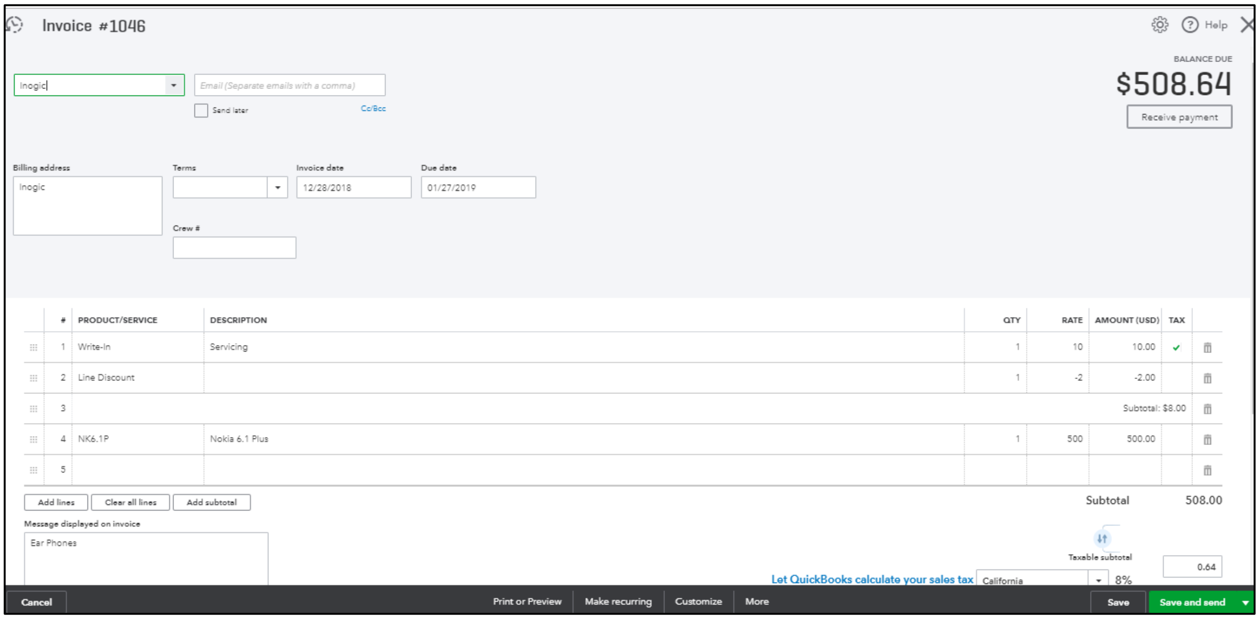
In case of an error, the link job status is updated to “Error” and so is the Order record Link Status field. In Link Job Details you will get the further details of cause for occurrence of error. In Error Description user will get these details.



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.





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

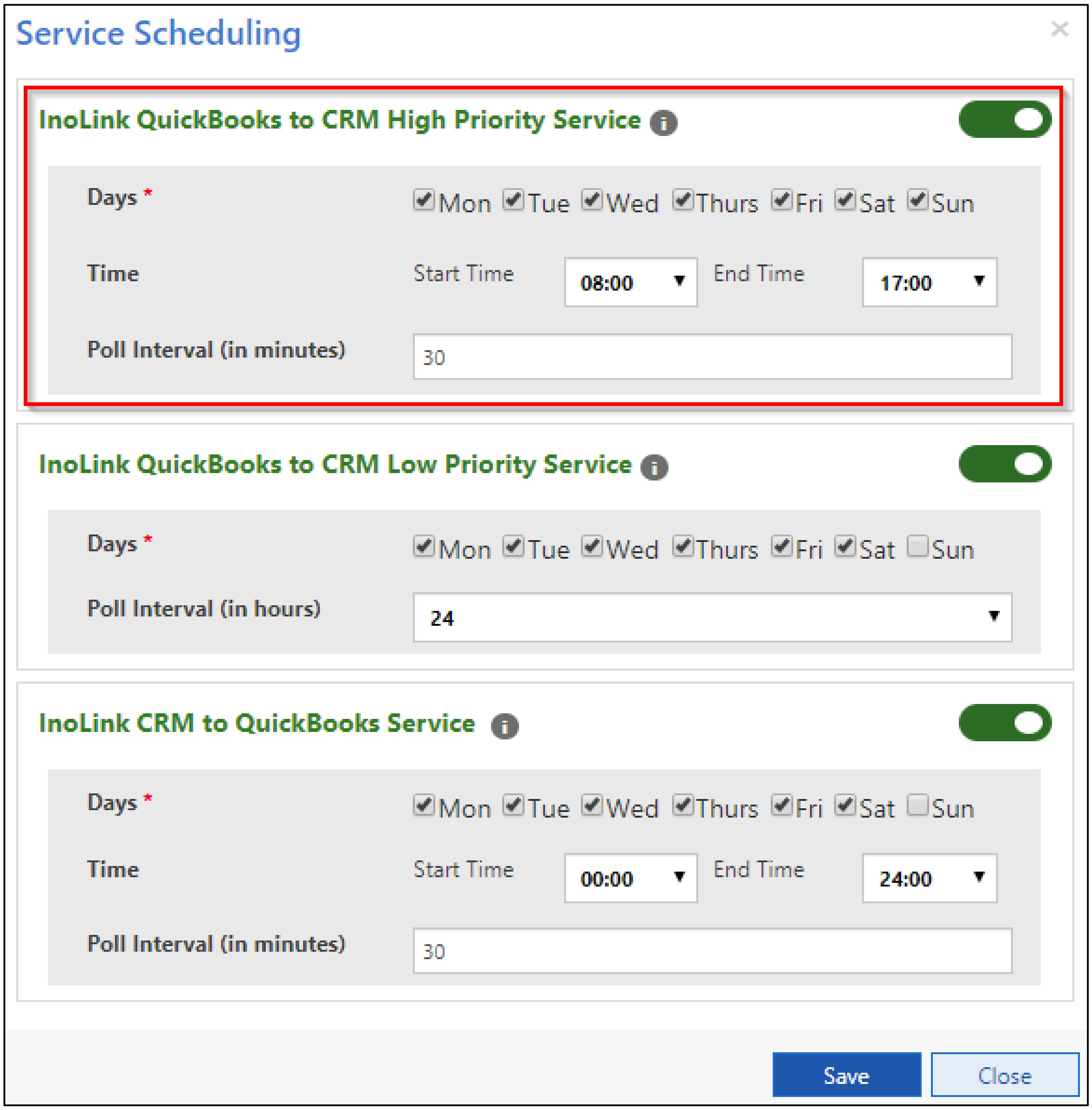
Invoice Mappings:

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

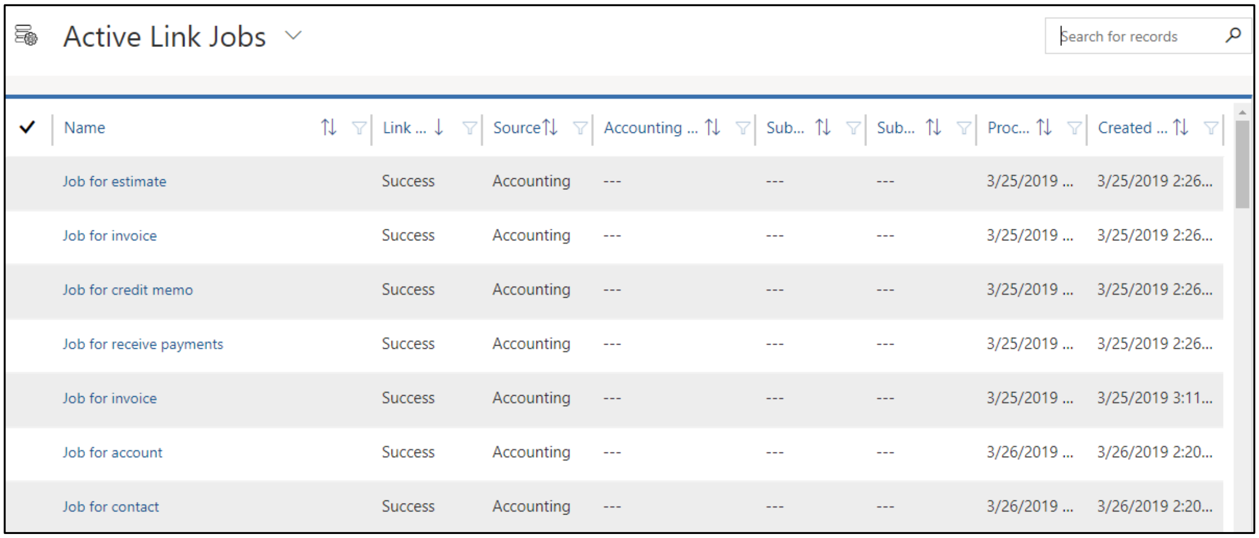
You need to make sure the **InoLink High Priority** service set in Service Scheduling section within the QuickBooks to Dynamics CRM feature option.



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**".



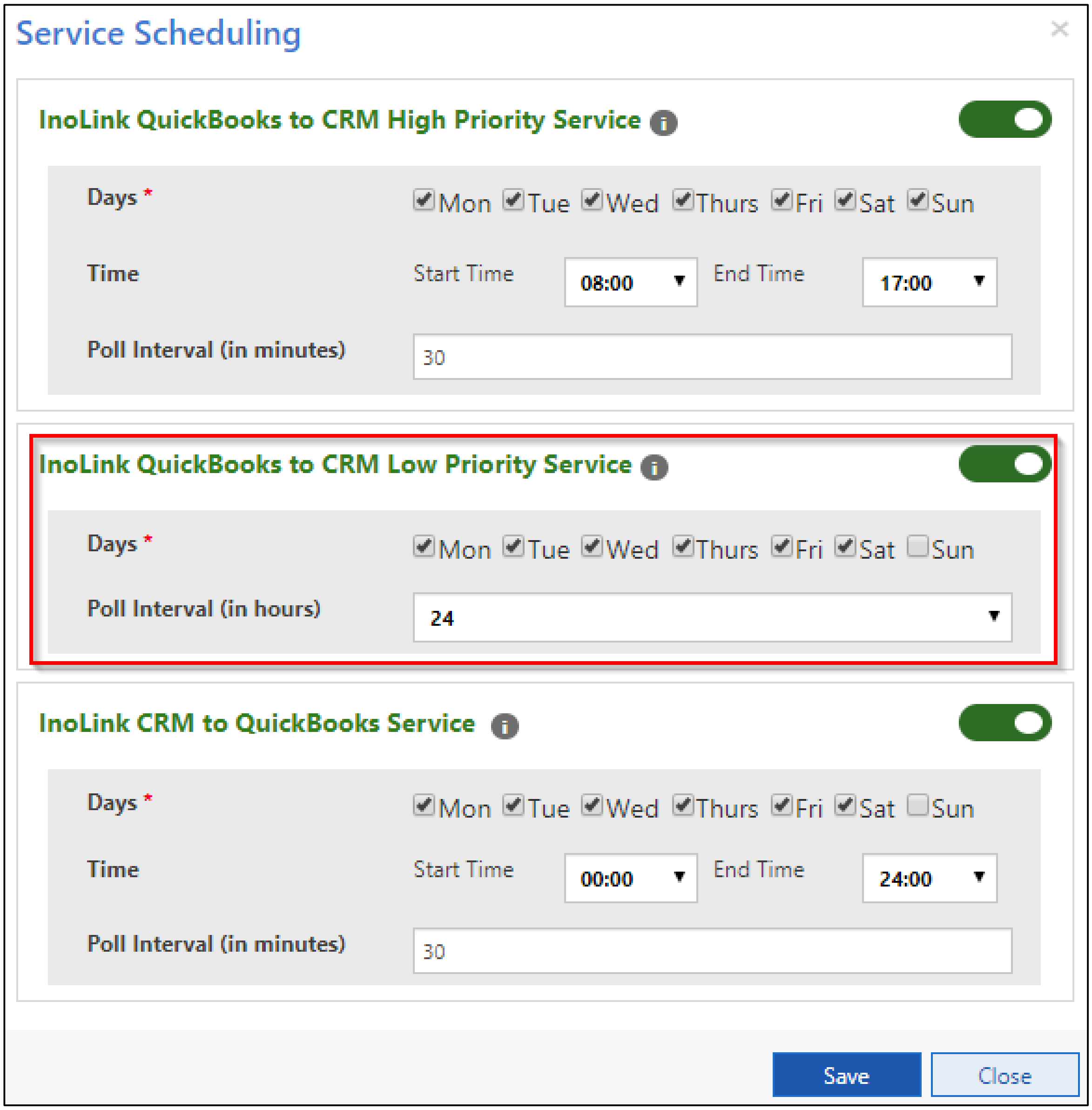
Active Link Jobs

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.



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	$1,885.0(					Last Transaction date	1/13/201
<=30	$120.00	31 - 60	$0.00	61 - 90	$428.40	>90	$0.00

Balance

Total Balance	$2,433.40	YTD Sales	$2,870.00	Till Date Sales	$4,330.00

Sales Tax Details

Tax Code	Tax	Sales Tax Item	NS Tax

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

Info Media Inc
Sales by Customer Summary
All Transactions

	Jan 13, 14
Adventure Works (sample)	4,330.00
TOTAL	4,330.00

Info Media Inc
Sales by Customer Summary
January 1 - 13, 2014

	Jan 1 - 13, 14
Adventure Works (sample)	2,870.00
TOTAL	2,870.00

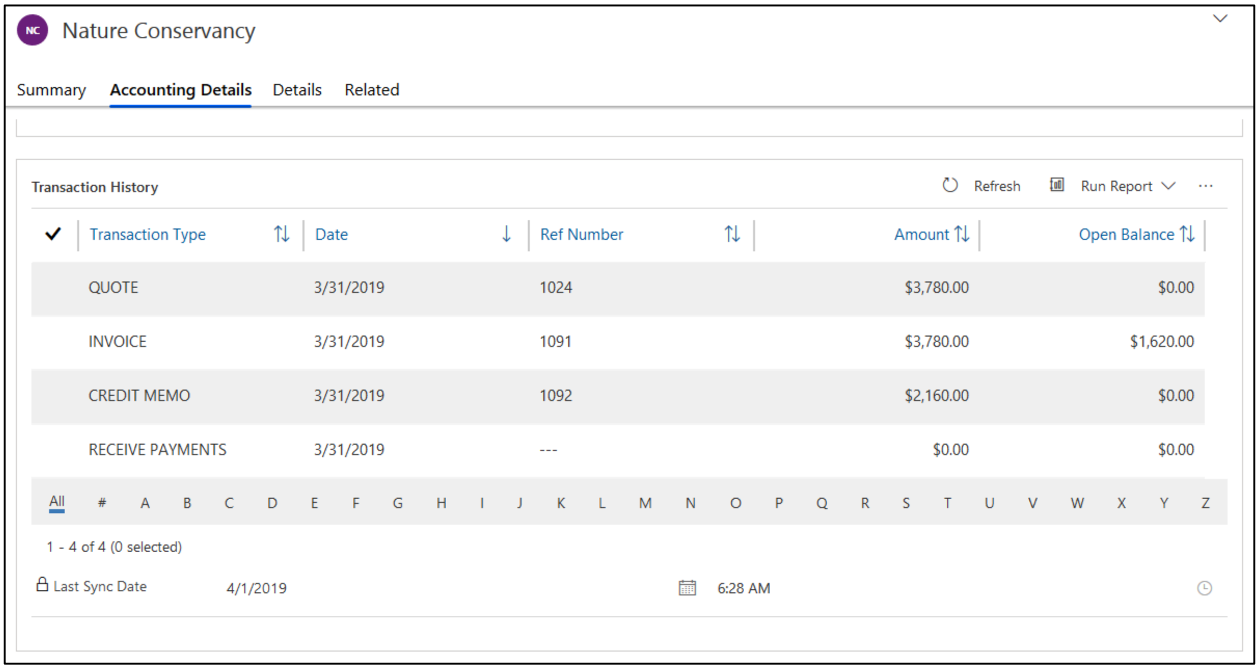
Info Media Inc
A/R Aging Summary
As of January 13, 2014

	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	1,885.00	120.00	0.00	428.40	0.00	2,433.40

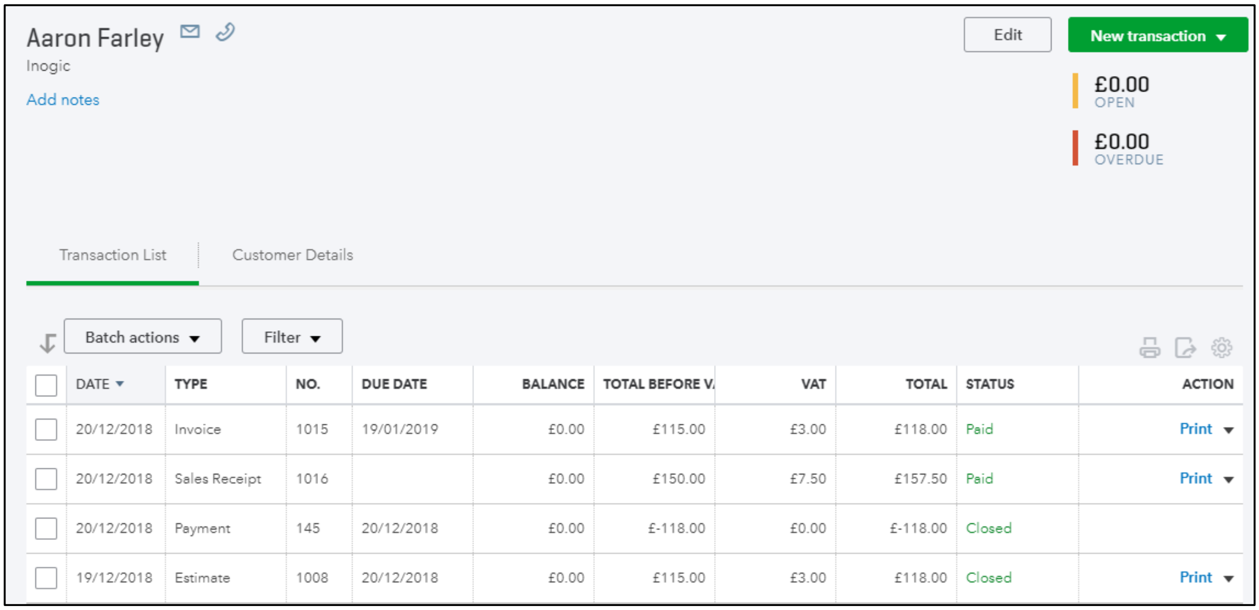
How to sync Transaction History from QuickBooks to Dynamics 365/CRM

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.



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



DATE	TYPE	NO.	DUE DATE	BALANCE	TOTAL BEFORE V.	VAT	TOTAL	STATUS	ACTION
20/12/2018	Invoice	1015	19/01/2019	£0.00	£115.00	£3.00	£118.00	Paid	Print
20/12/2018	Sales Receipt	1016		£0.00	£150.00	£7.50	£157.50	Paid	Print
20/12/2018	Payment	145	20/12/2018	£0.00	£-118.00	£0.00	£-118.00	Closed	
19/12/2018	Estimate	1008	20/12/2018	£0.00	£115.00	£3.00	£118.00	Closed	Print

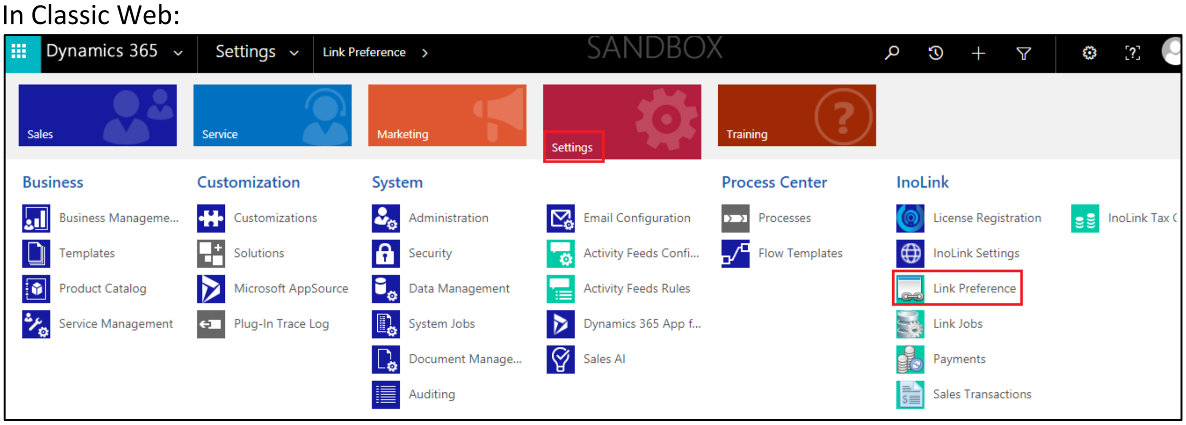
Note: All of the transactions are imported and stored within the Dynamics 365/CRM database. This allows you to implement Field Level Security to handle access to Accounting Details by only authorized Dynamics 365/CRM users.

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.

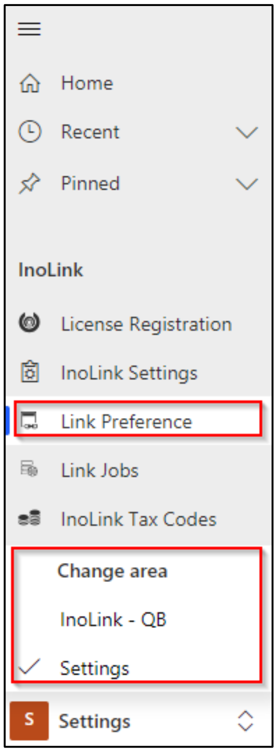
Link Preferences

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

In Classic Web:

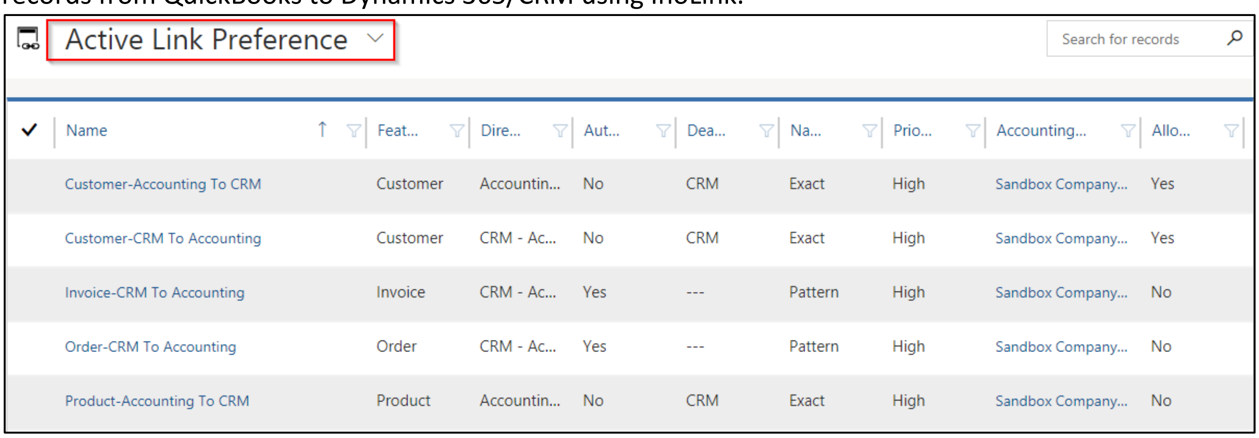


In Unified Interface



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

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



Active Link Preference

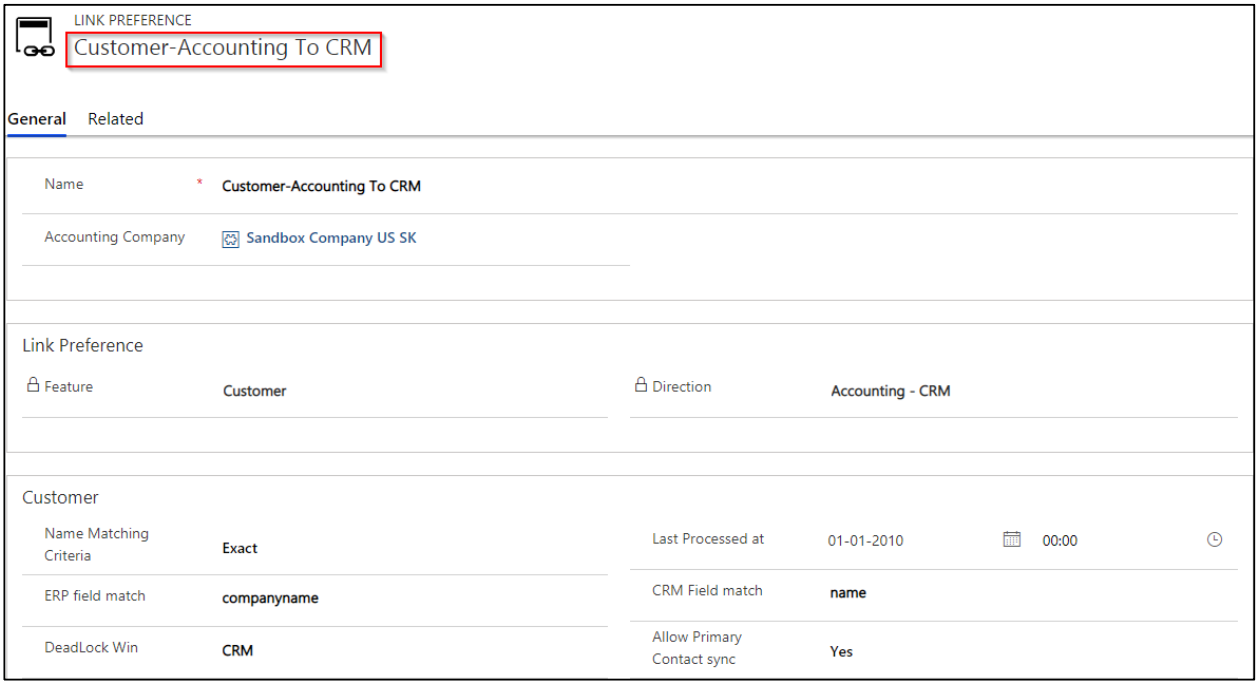
Search for records

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.

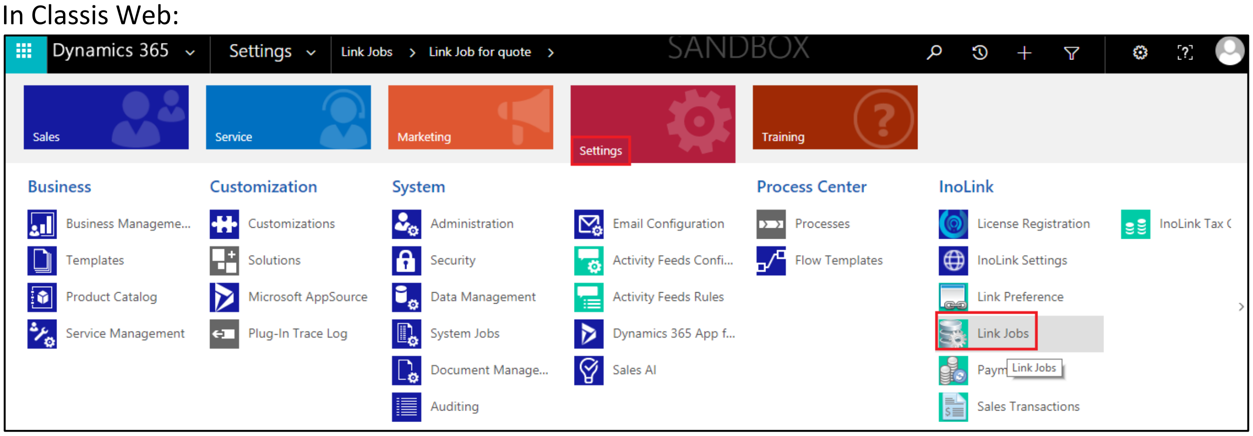
User can select each record and drill down to see the further details of each enabled feature.



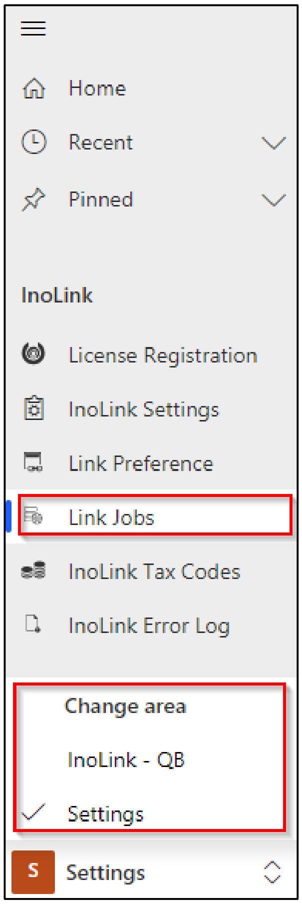
Link Jobs

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

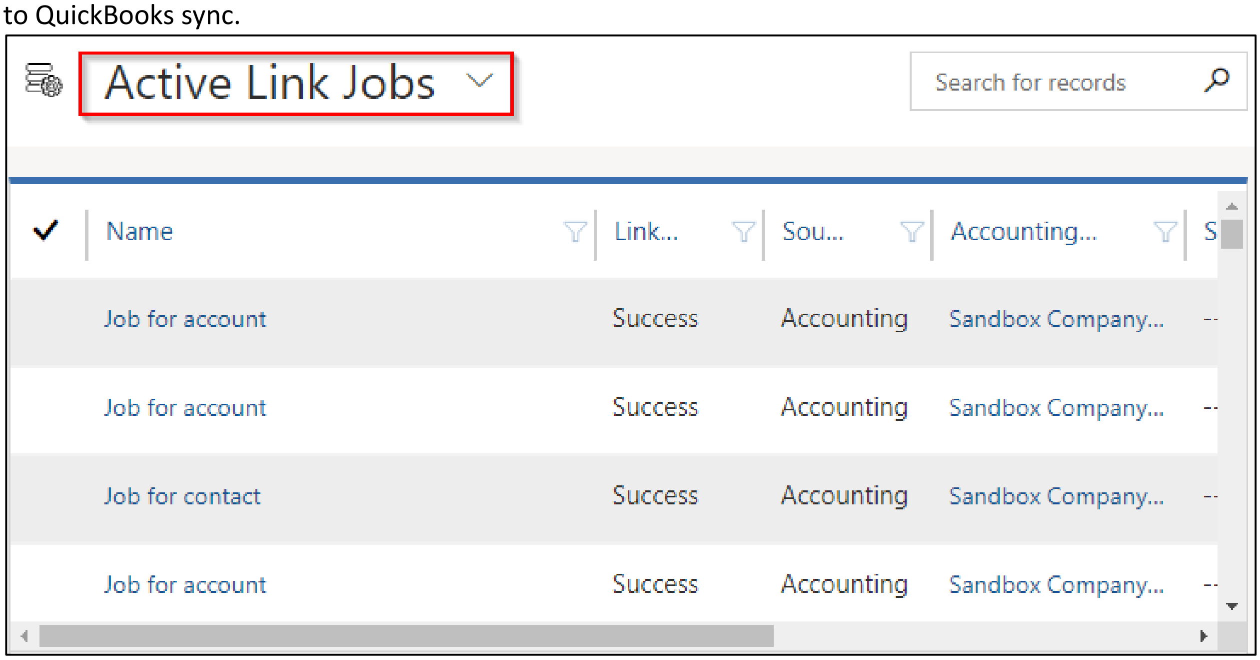
In Classis Web:



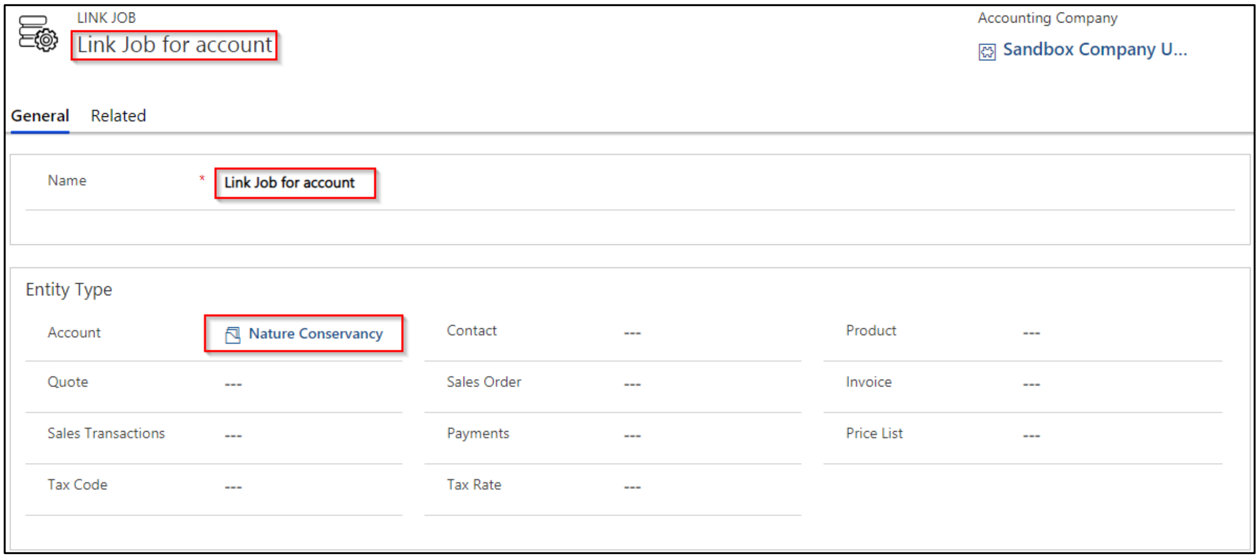
In Unified Interface:

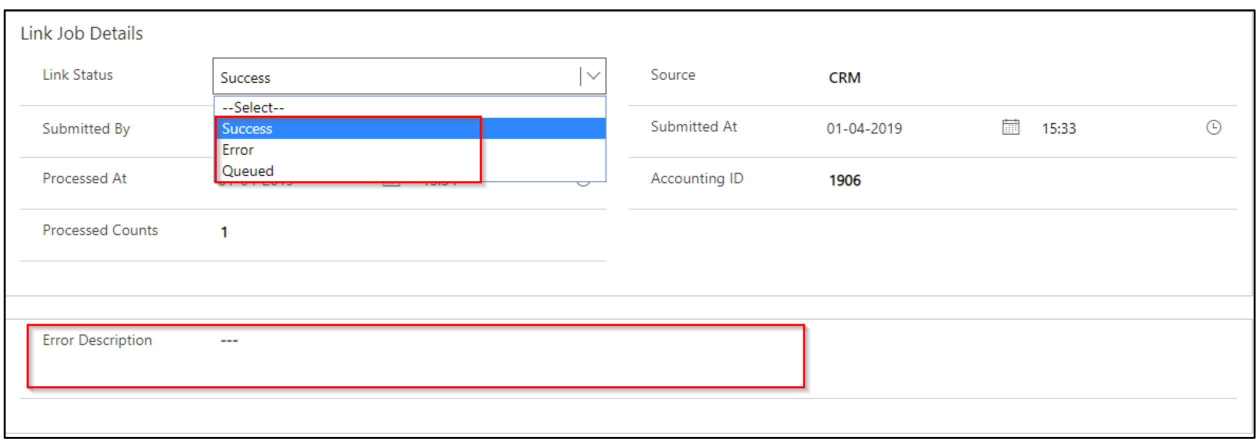


You can view these jobs against any Dynamics 365/CRM record that is enabled for Dynamics 365/CRM to QuickBooks sync.



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





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.

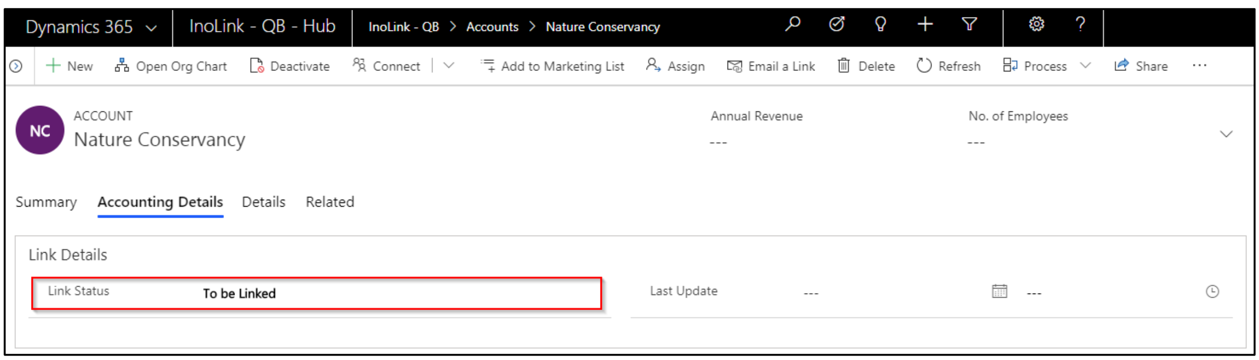
Processed Count: This represents the number of times the record was processed and this is used while data is synced from QuickBooks to Dynamics CRM, if the record gets into error status.

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.

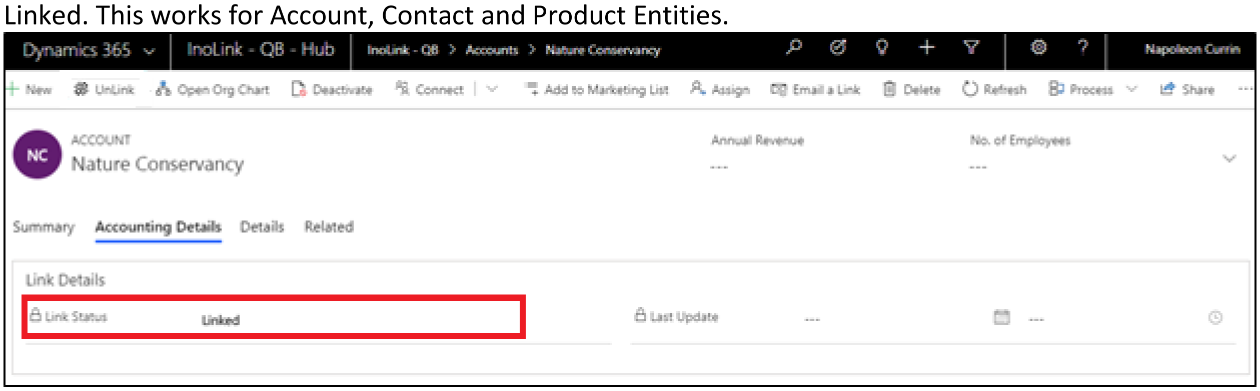
What triggers a job request?

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.

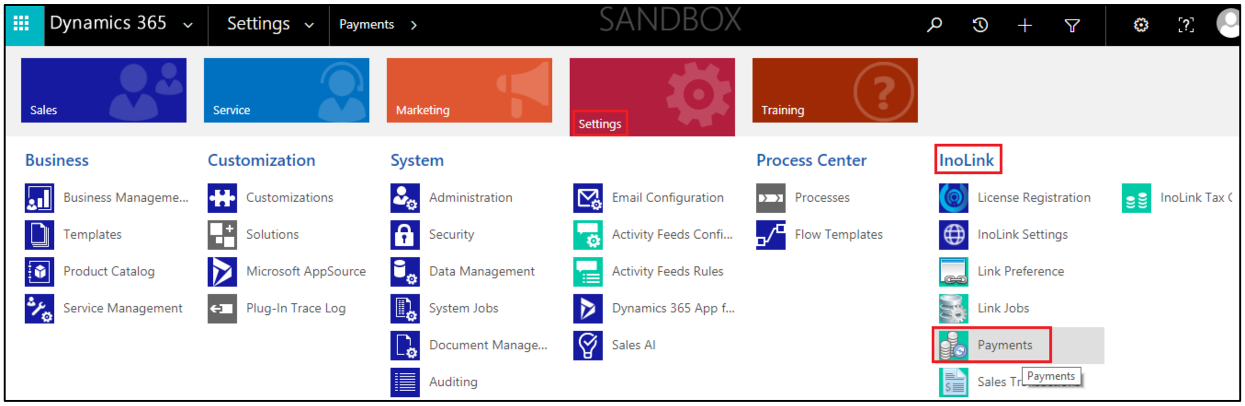


2. On update on linked records the Link Job will be created.

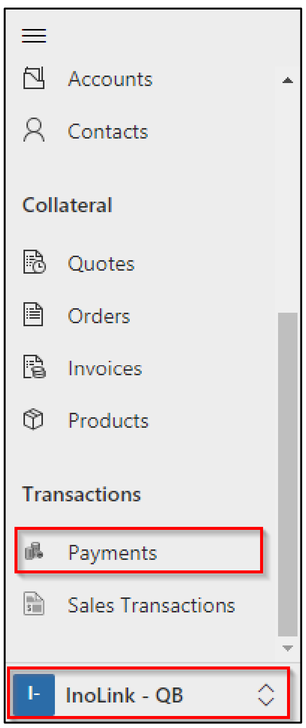
Payments

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.

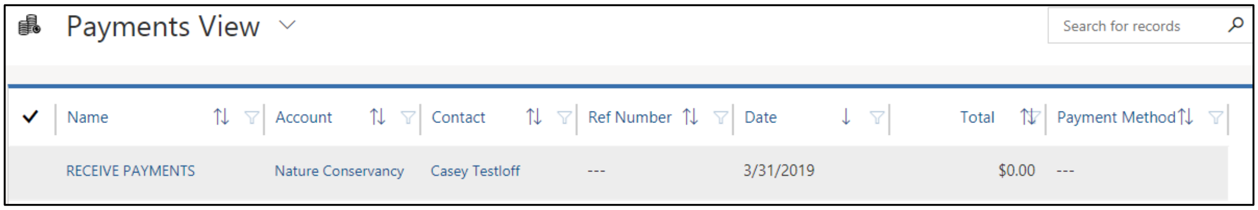
In Classic Web:

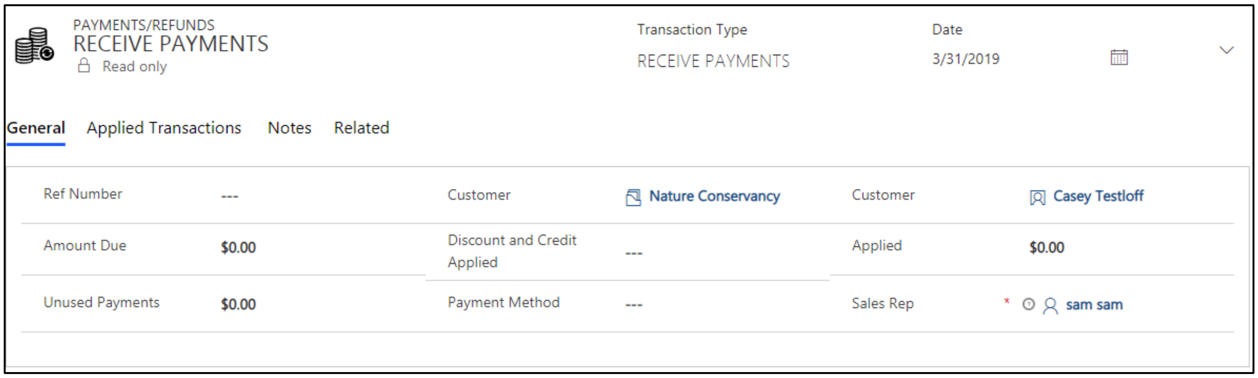


In Unified Interface:

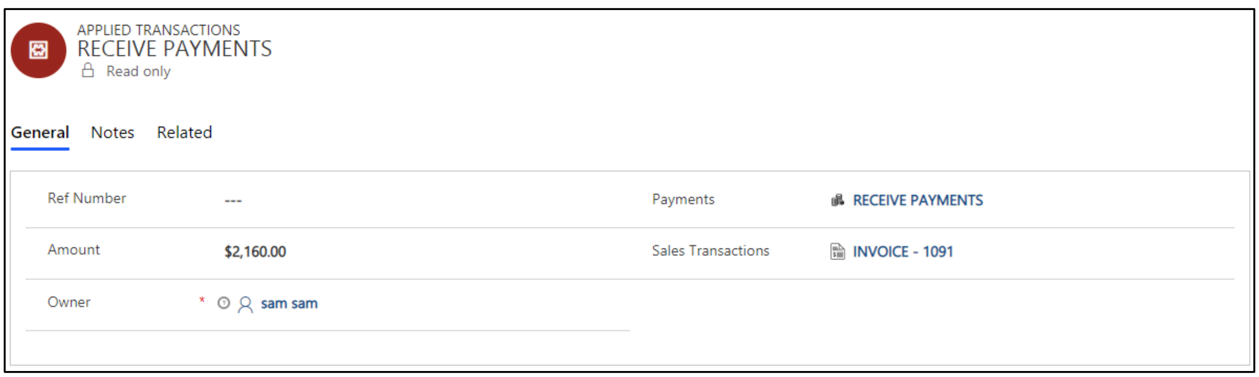


In this section user will get all the **payment details** that have been made in **QuickBooks** getting updated in **Dynamics CRM**.





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.

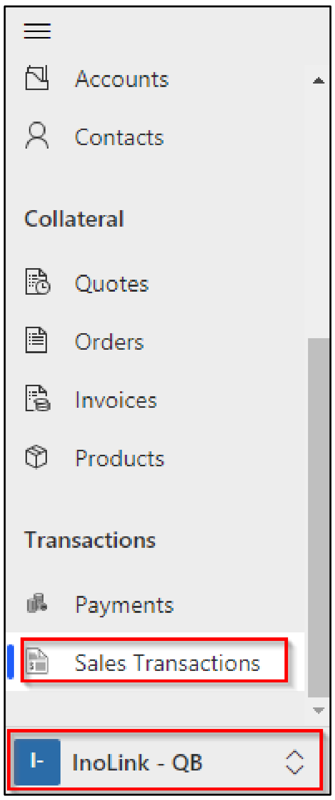


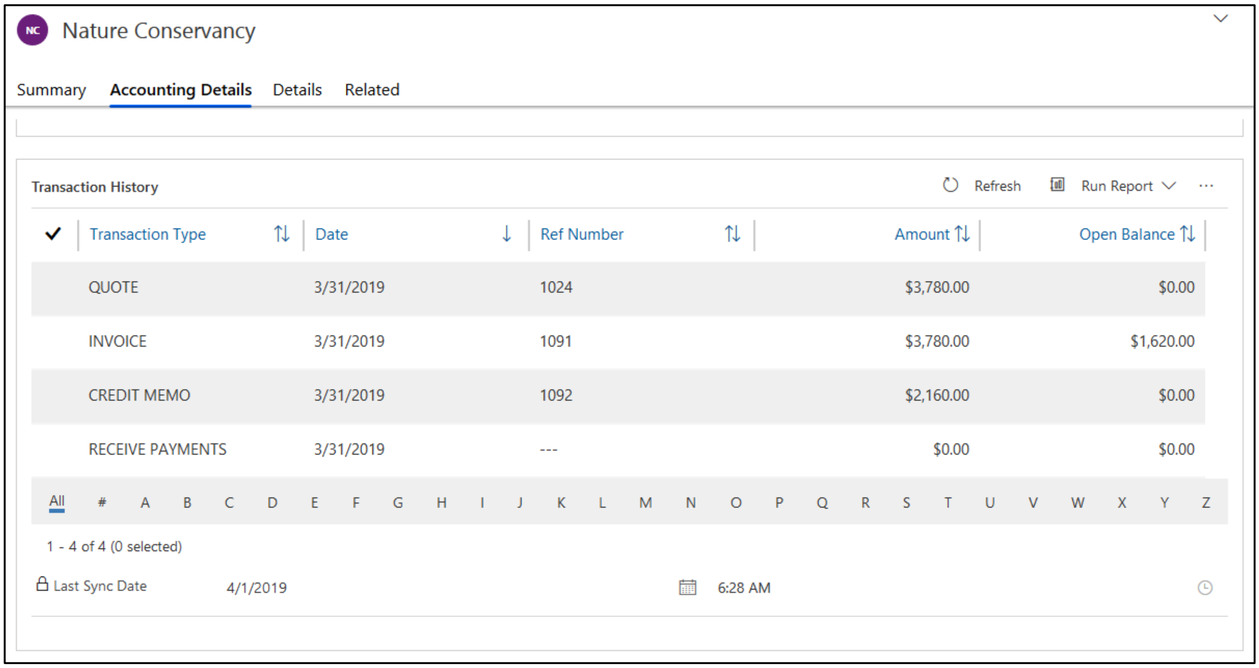
Sales Transaction

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:

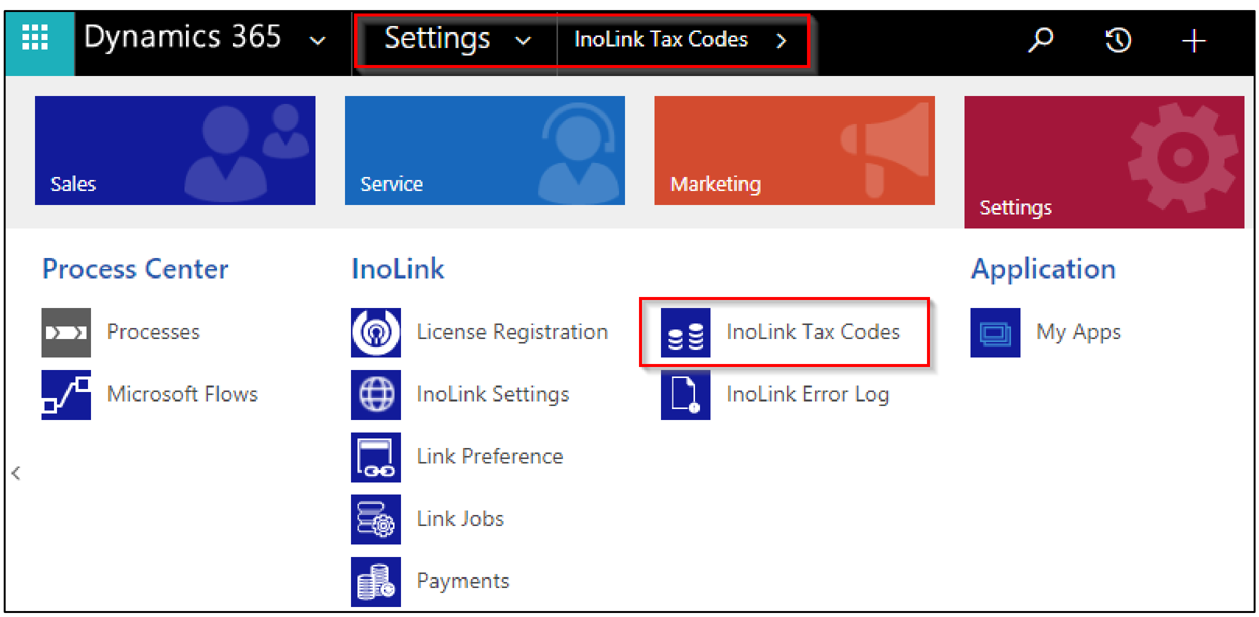




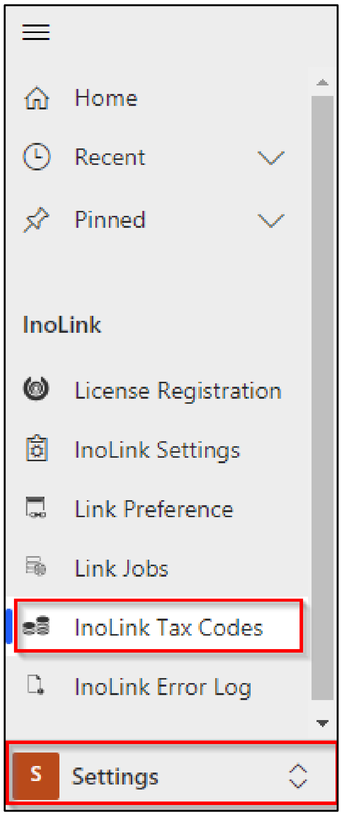
InoLink Tax Codes

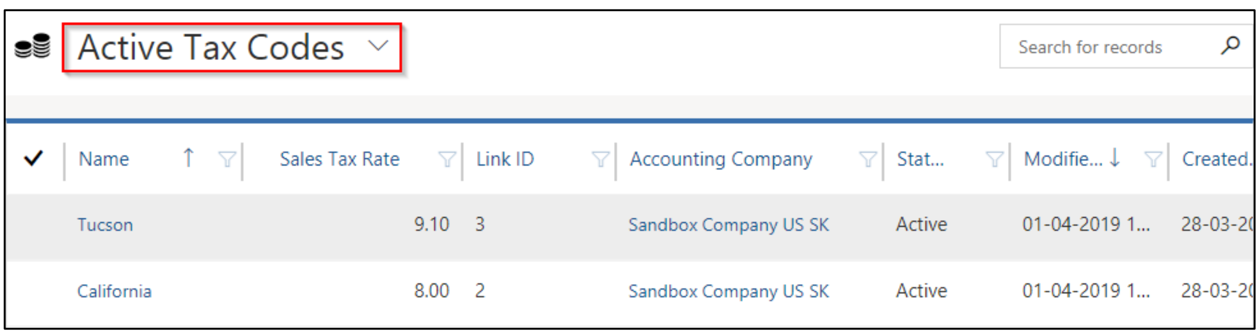
InoLink Tax Code is the custom entity for storing all the tax code that are syncing from QuickBooks. This depends on the settings defined for Field Service Tax.

In Classic Web:



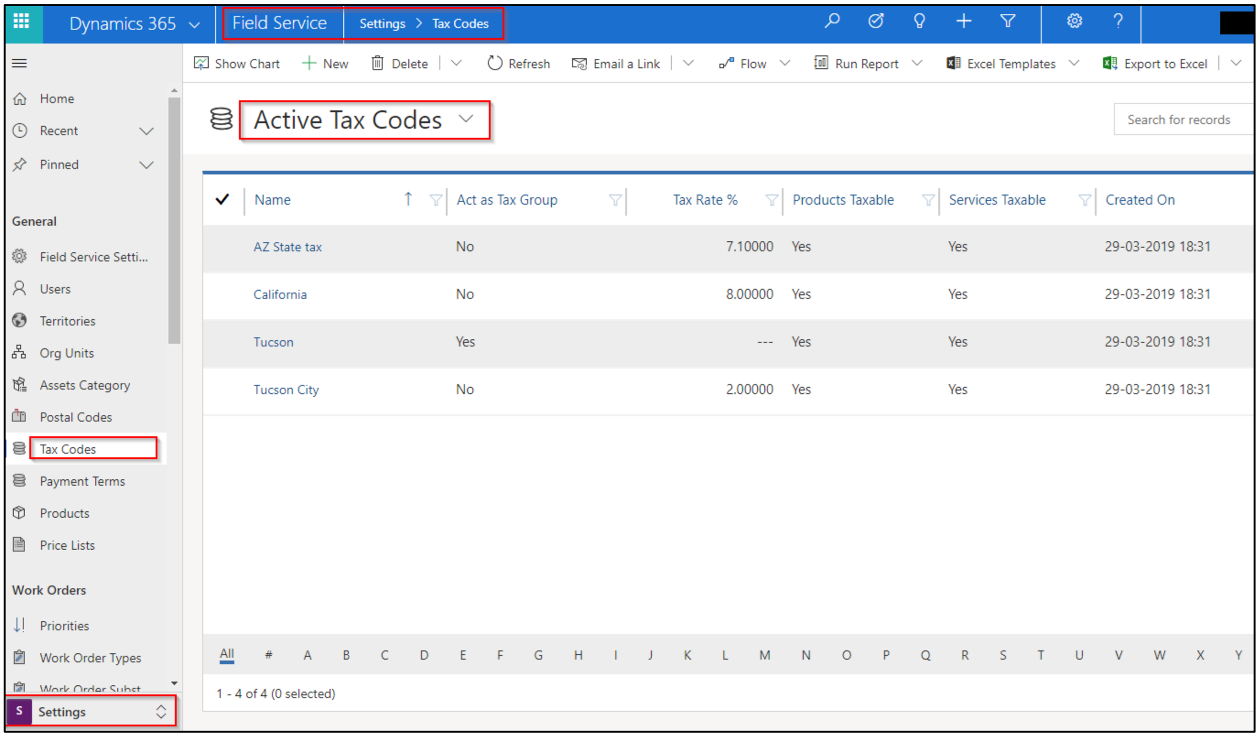
In Unified Interface:





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.



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

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