



Intradesk QuickBooks Integration

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Intradesk QuickBooks Integration

1.About QuickBooks Integration

QuickBooks integration with Intradesk will allow you to import your agents, employees, and agent billing invoices from Intradesk into a QuickBooks company file.

This document covers how to configure QuickBooks to import data from Intradesk, how to import the data, and how to troubleshoot some common problems. It does not discuss how to use the Agent Billing feature of Intradesk--for that information, please visit the Intradesk Knowledge Base at <http://www.reladev.com/idkb/>.

It is highly recommended that you read and thoroughly understand this entire document before attempting to import your data into QuickBooks.

1.1.Supported QuickBooks Versions

Intradesk uses the qbXML Specification Version 2.0, which is supported by QuickBooks 2003 (and Enterprise 2.0) and newer. Intradesk does not currently support QuickBooks Online Edition, Canadian Editions, or any versions of QuickBooks that do not support the QuickBook SDK (for example, QuickBooks Basic and QuickBooks Simple Start Desktop Edition). If you are unsure, the documentation that came with your version of QuickBooks should tell you which versions of qbXML your edition supports.

1.2.What Information Is Imported

Currently, QuickBooks integration is limited to the Agent Billing portions of Intradesk. Your agents and employees will be imported as customer records, and their Agent Billing invoices will be imported as invoices attached to the customer records. The customer records will contain the name, address, phone number, and email address from Intradesk. Only invoices that have been marked as billed in Intradesk are imported. The invoices contain the invoice number, billed date, item descriptions, and amounts from Intradesk.

You can easily check which invoices have been billed in Intradesk, and are still queued to be imported into QuickBooks, by checking the "QuickBooks Integration" tab in the Agent Billing Manager. (Note: This tab is not visible when QuickBooks Integration has been disabled for your account in the QuickBooks Integration settings).

2. Configuring QuickBooks Integration

Make sure QuickBooks is *not* open on your computer before you begin following the instructions in this section.

2.1. Install the QuickBooks Web Connector Program

QuickBooks Web Connector is a program from Intuit that runs on your computer which allows web applications like Intradesk to communicate with QuickBooks. You can download the latest version from Intuit's website at <http://marketplace.intuit.com/webconnector/>.

2.2. Download the Intradesk QWC Configuration File

The next step is to tell QuickBooks about Intradesk so that it can import data. To do this, follow these steps:

1. Open QuickBooks on your computer, and load the company file that you want to import data to. You may be prompted about a new application requesting access to your company file--this is the QuickBooks Web Connector program--be sure to authorize access by selecting one of the "Yes" options.
2. Open Internet Explorer and log into your Intradesk account.
3. Select "Setup->Agent Billing->QuickBooks Integration" from the menu.
4. Make sure "Disable QuickBooks Integration" is *not* checked.
5. If you want to import all of your agents and employees as customers in QuickBooks, even if they don't have invoices to import, check the "Always Import New Agents/Employees" box.
6. Choose a password for the QuickBooks importing process and type it in the Password field.
7. Click one of the links under the "QuickBooks Web Connector Configuration Files" header, and save the file to your hard drive in a place where you can find it later. You can choose to import data from your entire company, or from a specific office, depending on which file you download. (There is more information on maintaining separate QuickBooks company files for each office later in this document.)
8. Click the Update button to save your settings and password.
9. Find the QWC file that you downloaded in step 7 and double-click it to open it.
10. You may be prompted several times about Intradesk requesting access to your QuickBooks company file. Be sure to authorize it each time. Note: Intradesk does not require access to personal data such as social security numbers and credit card information.
11. When you are prompted for your Intradesk password, enter the one you chose in step 6 above (*not* the password you normally use to log in to Intradesk).

You are now done configuring Intradesk's QuickBooks integration on your computer. If you wish to import your data, you may begin from step 3 in section 3 later in this document.

3.How to Import your Data

If you already have your QuickBooks company file open in QuickBooks, and the QuickBooks Web Connector is open, you may skip ahead to step 3. Otherwise, follow these steps from the beginning:

1. Open QuickBooks and load the company file you have configured to import Intradesk data.
2. Open the QuickBooks Web Connector. You do this by selecting "Exchange Data with Web Services" either from the File menu within QuickBooks, or from the QuickBooks folder in your Windows Start menu.
3. In the QuickBooks Web Connector window, check the box to the left of the Reladev Intradesk application, as pictured below in Figure 1.
4. If the password field is blank, type in your QuickBooks integration password (from step 6 in the configuration section of this document above).
5. Click the "Update Selected" button at the top of the window to begin the import process. When it's done, you should see the new data in your open QuickBooks company file.

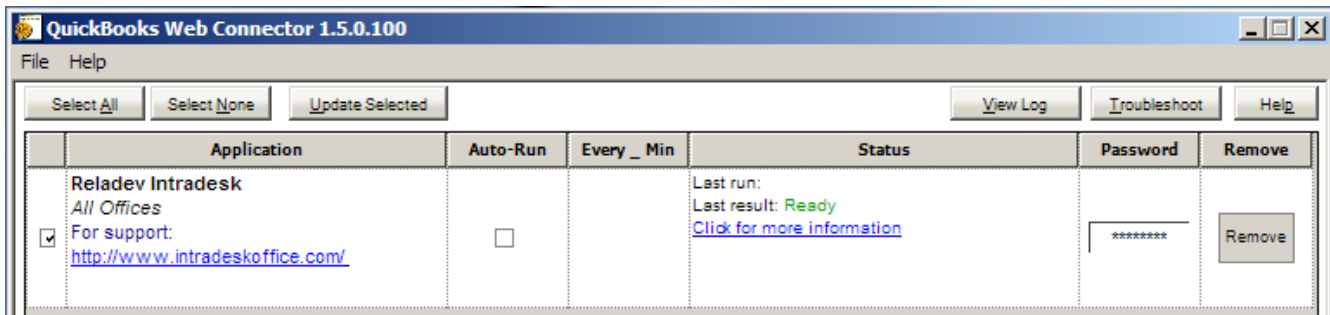


Figure 1: QuickBooks Web Connector with Intradesk configuration loaded and selected.

4.Things to Keep in Mind

4.1.Non Synchronizing Import

This process is strictly an import process--changes in data is not synchronized between Intradesk and QuickBooks. For example, if you change the name of an agent in Intradesk, you must also change the name of the agent in QuickBooks--otherwise you will end up with two different customers in QuickBooks for the same agent (one with the old name, and a new one with the new name). Likewise, changes to invoice items in Intradesk will not be reflected in QuickBooks after they have already been imported--only newly billed invoices are imported each time.

The important thing to keep the same after a customer has been imported, are the "Customer Name" field in QuickBooks, and the "QuickBooks Name" (discussed in section 4.2 below) in Intradesk. As long as these two fields match, the invoices will be assigned to the correct customer in QuickBooks.

4.2.Duplicate Agent/Employee Names

Since QuickBooks does not allow two customers to have the same customer name, there is a new field under the Employment tab on Agents and Employees in Intradesk where you can specify a unique "QuickBooks Name" for that contact. This is the name you will see in the "Customer Name" field for the customer in QuickBooks (the "QuickBooks Name" field does not affect the first and last name fields of the customer in QuickBooks). If you leave the "QuickBooks Name" field blank on an agent or employee in Intradesk, then the default value of "Last Name, First Name" is used. If there are two agents in Intradesk with the same first and last name, and one of them does not have a unique "QuickBooks Name" specified, then the import process will result in an error and tell you this must be corrected before it can continue the import. (Note: The "QuickBooks Name" field will not be visible if QuickBooks integration is disabled in your QuickBooks Integration Settings in Intradesk.)

4.3.Data Length Restrictions

Different editions of QuickBooks have different restrictions on the length of certain data fields than Intradesk does. For example, it is possible to enter an agent's last name in Intradesk that is too long to import into QuickBooks. When this happens, the import process will fail and return an error telling you which agent needs to be renamed for the import to continue.

4.4.Separate Office Company Files

It is possible to maintain separate QuickBooks company files for each office in your company. The simplest way is to use separate computers for each office, but it is also possible to maintain all of the office company files on a single computer.

If you want to maintain separate QuickBooks company files for each office on a single computer, the process is essentially the same. You can repeat steps 9, 10, and 11 from section 2.3 above for each office's QWC file, but you must make sure that the correct corresponding company file is open in QuickBooks before opening the QWC file in step 9. This will place multiple copies of Intradesk into the QuickBooks Web Connector window (one for each office). When importing data, you must make sure that both the correct office company file is open in QuickBooks, and that only that office is selected in the QuickBooks Web Connector window before clicking the "Update Selected" button. Failing to do this could cause data from the wrong office to be imported into the wrong company file.

5. Troubleshooting

When QuickBooks Web Connector encounters an error, it displays the error message in the "Last Result" section of the Status column. You can read the entire error message by clicking the "Click for more information" link in the same column.

5.1. Common Error Messages

5.1.1. Invalid username/password

This message probably means the password you entered is incorrect. Re-type your password in the Password field in QuickBooks Web Connector and try again. If you still get this error message, use Intradesk to create a new QuickBooks integration password (steps 2 to 6 and 8 under section 2.3 above).

This message will also result from attempting to import data when QuickBooks integration is disabled in your QuickBooks Integration settings in Intradesk.

5.1.2. Could not establish trust relationship with remote server

This means that your computer no longer trusts the Reladev SSL certification server. To fix this problem, follow the steps provided in section 2.1 of this document ("Authorize Reladev's SSL Certification Server").

5.1.3. Invalid or expired ticket

This means that QuickBooks Web Connector's login session expired before it completed operations. If this happens, simply try again. This should only happen under very rare circumstances, and won't cause problems with the data import process.

5.1.4. Please correct the following duplicate agent/employee names

This message means that the import can not continue until the duplicate names have been resolved in Intradesk. See section 4.2 above to learn how to make sure your agents and employees with the same name can be uniquely identified in QuickBooks.

5.1.5. Received unexpected response from QuickBooks

This error occurs when QuickBooks reports a problem with the data from your Intradesk account. It will be followed with more specific details about the problem, which you should be able to interpret and correct before trying again. For example, if it says something like "Smith and Company Incorporated" is too long for field "Last Name," it means you should find the agent with that last name and shorten it. Your QuickBooks documentation should have more information about the length limits on data fields.

5.1.6. Intradesk exception

This means that Intradesk encountered a fatal and unexpected problem while communicating with QuickBooks. If you continually encounter this error, please contact Reladev support at <http://www.reladev.com/contactus.html> so that we can help you identify and resolve the problem.

5.1.7. FATAL ERROR updating invoices as exported in Intradesk

If you encounter this message, please contact Reladev support at <http://www.reladev.com/contactus.html> so that we can help you identify and resolve the problem. If you continue data import attempts after encountering this error, there is a chance it could

result in duplicate invoices being created in QuickBooks.

5.2.Other Problems

If you encounter problems with QuickBooks integration that aren't covered in this document, please check the Intradesk knowledge base at <http://www.reladev.com/idkb/> to see if your problem has been addressed there. You may also, as always, contact Reladev support at <http://www.reladev.com/contactus.html> for help with any issues you may be having with Intradesk.