QuickBooks Integration Guide

There are three steps to complete the ServiceDesk Plus - MSP and QuickBooks integration:

1. Select the modules that you want to integrate

2. Download and install QuickBooks Web Connector

3. Generate and download .qwc file

Points to Remember:

- Open the ServiceDesk Plus – MSP application on the server where QuickBooks and QuickBooks Web Connector are installed.

- ServiceDesk Plus – MSP application should be configured on HTTPS for the integration to work

- Configure the time zone of ServiceDesk Plus – MSP installed server under Admin--> Integrations--> QuickBooks--> Additional Configuration.

Step 1 : Select the modules that you want to integrate

You can select the modules in ServiceDesk Plus - MSP and QuickBooks that you want to integrate

Module	Import from QB	Export to QB	Synchronize
Accounts(Customers)	Yes	Yes	Yes
Worklog	No	Yes	No

First, you need to select the modules individually and set the data transfer option. To set the data transfer option:

1. Click on Admin--> Integration--> QuickBooks.

2. Under Step 1: Select the modules that you want to integrate, click on "Select Modules"

Module : Accounts<--> Customers

Step 1: Enable integration of Accounts module

Step 2: Type of Transfer

Option : Import

Is Account/Customer available?		Action Performed
In ServiceDesk Plus - MSP	In QuickBooks	
Yes	Yes	Update ServiceDesk Plus - MSP
Yes	No	Do Nothing
No	Yes	Add to ServiceDesk Plus - MSP

Option : Export

Is Account/Customer available?		Action Performed
In ServiceDesk Plus - MSP	In QuickBooks	
Yes	Yes	Update QuickBooks
Yes	No	Add to QuickBooks
No	Yes	Do Nothing

Option : Synchronize

This will dependent on "Data Priority" you choose:

- ManageEngine ServiceDesk Plus - MSP
- QuickBooks

Synchronize where ServiceDesk Plus - MSP has Priority

Is Account/Customer available?		Action Performed
In ServiceDesk Plus - MSP	In QuickBooks	
Yes	Yes	Update QuickBooks

Yes	No	Add to QuickBooks
No	Yes	Add to ServiceDesk Plus - MSP

Synchronize where QuickBooks has Priority

Is Account/Customer available?		Action Performed
In ServiceDesk Plus - MSP	In QuickBooks	
Yes	Yes	Update ServiceDesk Plus - MSP
Yes	No	Add to QuickBooks
No	Yes	Add to ServiceDesk Plus - MSP

Step 3: Accounts to Transfer

You can integrate and the transfer the data for either All Accounts or enable it only for selected Accounts.

3. Accounts to Transfer
- All Accounts
- Selected Accounts

Criteria [Account Name ▾] [contains ▾] [_____] [Choose]

ⓘ It is recommended that you create an 'Account Additional Field' of type 'Pick List'. Name it 'Sync with QuickBooks' with options as 'Yes' and 'No' and use this field as criteria

Step 4: Map fields from ServiceDesk Plus - MSP to QuickBooks

By default, Account Name in the name in the application is mapped to customer name in QuickBooks. You can map remaining fields of application to the QuickBooks fields by clicking on "Map More fields". Then Click on "Save and Configure Other Modules"

Module : Worklog <--> Invoice

1. Worklogs can be periodically exported from ServiceDesk Plus - MSP to generate invoices in QuickBooks

2. Periodicity allows you to export worklogs daily, weekly or monthly

3. You can choose ServiceDesk Plus - MSP modules like Request, Problem, Change, Projects from which worklogs need to be exported

4. 'Worklogs To Export' allows you to filter worklogs you wish to export by 'Worklog Type'

5. Worklog Type should be mapped to Item in QuickBooks so that worklogs are created as appropriate items

6. Invoice line item description can be custom generated using fields. You can include the variables from the left variables list panel.

7. Worklog time gets exported as Invoice line item quantity. This can be exported as either hours and minutes or minutes

Step 2: Download and install QuickBooks Web Connector

If you do not have the QuickBooks Web connector, you can download it from the following link:

http://marketplace.intuit.com/webconnector/

2. Download and install QuickBooks Web Connector ✓

QuickBooks Web Connector provides an interface for ServiceDesk Plus - MSP to communicate with QuickBooks. It needs to be installed on the same machine where QuickBooks is installed.

You can download QuickBooks Web Connector by visiting http://marketplace.intuit.com/webconnector

☑ QuickBooks Web Connector is installed

Step 3: Generate and download .qwc file

The input is the QuickBooks company file (with.qbw extension) and the output that you get after downloading is the QuickBooks Web Connector file (with.qwc extension)

To generate and download the QWC file from ServiceDesk Plus – MSP

1. Go to Admin--> Integration ---> QuickBooks

2. Click on Generate .qwc file under Step 3: Generate and download .qwc file

3. In the Generate .qwc file window, place the path of QuickBooks Company File.

   Make **sure** that you enter the full path of the Company file and is case sensitive.
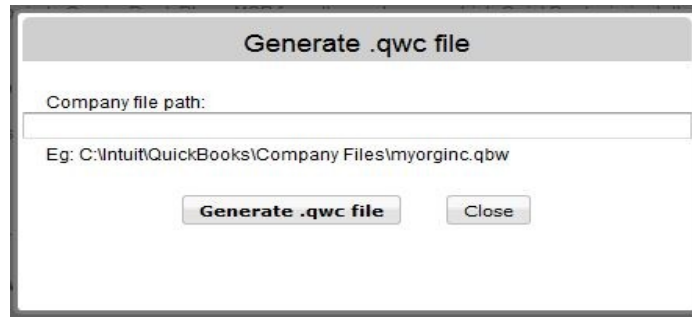
4. Click on Generate .qwc file button

5. It gives you a password and a Download QWC file button. Save the password.

6. Click on **Download QWC file**.

   A QWC file (with.qwc extension) will be generated. Save the QWC file in your desktop.

   The QWC file that is generated should then be added in QuickBooks Web Connector using the

   'Add Application 'option.

The QWC file that is generated should be saved on your desktop, and then added in QuickBooks Web

Connector using the 'Add Application 'option. Once the file is added in QuickBooks Web Connector,

you can run this application to sync data between QuickBooks and ServiceDesk Plus - MSP.
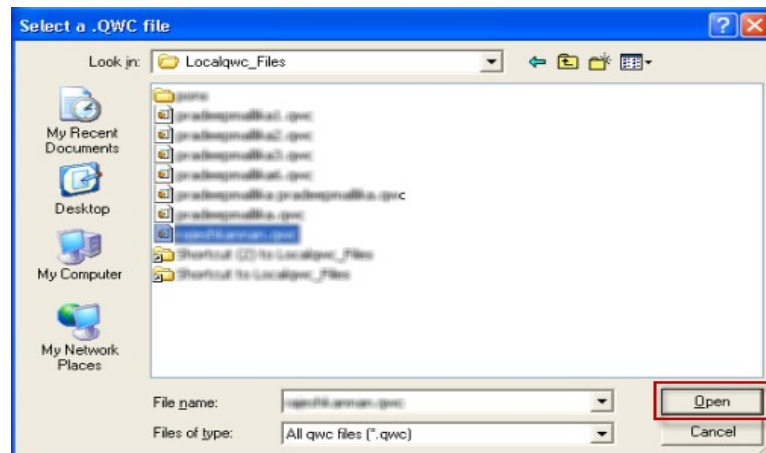
To add the ServiceDesk Plus - MSP App to the QuickBooks Web Connector

1. Click **Start** > **Programs** > **QuickBooks** > **Menu**.

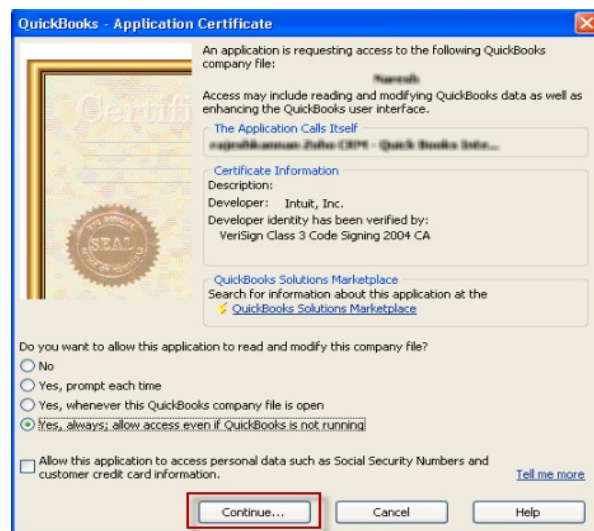2. In the *QuickBooks Web Connector* window, click **Add an Application**.

3. In the *Select a.QWC file* popup window, browse the .qwc file that was downloaded from ServiceDesk Plus - MSP, and then click **Open**.

4. In the *Authorize New Web Service* popup window, review the application information, and then click **OK** to connect QuickBooks with ServiceDesk Plus - MSP.
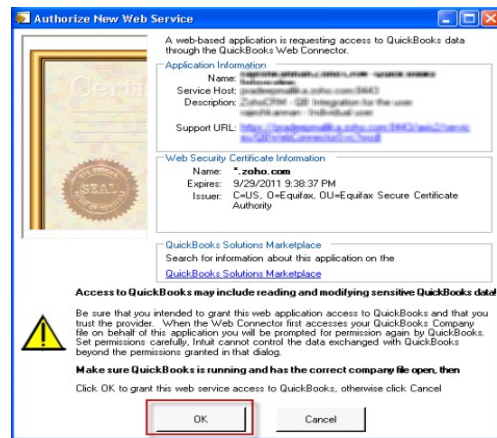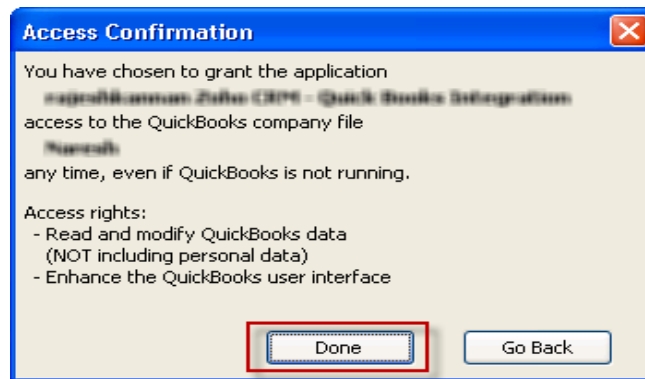

5. In the *QuickBooks – Application Certificate* popup window, select **Yes, always; allow access even if QuickBooks is not running**. It is mandatory and click Continue.

6. In the *Access Confirmation* window, click **Done**.

   The application will be added in the QuickBooks Web Connector to transfer data.

7. Review the status of ServiceDesk Plus - MSP - QWC application, select the application's check box, and then enter the **Auth Token** in the Password box.

   You can generate the Auth Token from **Setup** > **Developer Space** > **QuickBooks Token**

   You can click **Remove** if you do not want the application.

8. After the application is added, you can start transferring data in two modes: **Manually** and **Automatically**.

9. You can change the application preferences or remove the application permission from QuickBooks under **Edit** > **Preferences** > **Company Preferences** > **Integrated Application**.

Modes of Data Transfer:

There are two modes to transfer data between ServiceDesk Plus - MSP and QuickBooks:

- **Manual** - With this option you can manually select the application in your Web Connector and perform the data transfer.

- **Automatic** - With this option you can set the time intervals in your Web Connector for automatic data transfer. For example, if you set the time interval as 60 minutes, automatically data transfer will be carried out every 60 minutes.

Important Note: Before getting started with the data transfer, you need to do some basic settings. They are: mapping fields and configuring the type of data transfer (Import, Export, Synchronize) for each module.