InterWeave Salesforce Solutions Help & Training Guide

InterWeave Salesforce Solutions Portal

Help & Training Guide

by Integration Technologies, Inc.

Welcome to the InterWeave SalesforceHelp & Training Manual. This manual was designed to provide customers clear, consise document for Solution registration, configuration and instructions for the management and monitoring of Solutions.

InterWeave Salesforce Solutions Help & Training Guide

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Special thanks to:

Special thanks to Dmytro Zotkin and Inna Levytska, who without their help, this product would not be available.

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Foreword

We look forward to your
comments and cretique of this
document. Please send all
comments to
document@interweave.biz

Section I

1 Introduction to The InterWeave Help & Training Guide for Salesforce Solutions

Welcome to the award-winning, **Inter**Weave, the on-demand service designed for you to manage your Solutions, integrate with other systems, and even build your own Solution.

The InterWeave service includes the following components:

InterWeave **Smart** Solutions

Smart Solutions includes pre-built integration Solutions between the "Best of Breed" applications in the market today ranging from CRM to Financial to ERP to Billing to eCommerce to Telephony to Customer Service, Data Base, Web Services, etc.

InterWeave **Smart** Solutions **Platform**

The **Inter**Weave **Smart** Solutions platform is the first Platform as a Service (PaaS), enabling developers to create and deliver any kind of integrated business Solution, entirely on-demand and without software. The platform IDE includes easy-to-use, point-and-click customization tools to create solutions for your unique business requirements, without any programming experience.

The Salesforce service includes the following components:

Salesforce Applications

Salesforce includes prebuilt applications for customer relationship management (CRM) ranging from sales force automation to partner relationship management, marketing, and customer service.

Force.com Platform

The Force.com platform is the first Platform as a Service (PaaS), enabling developers to create and deliver any kind of business application, entirely on-demand and without software. The platform also includes easy-to-use, point-and-click customization tools to help you create solutions for your unique business requirements, without any programming experience.

Force.com AppExchange

Force.com AppExchange is an on-demand application-sharing service, featuring hundreds of applications, all created by salesforce.com customers, developers, and partners. Many of the applications are free and all of them are pre-integrated with Salesforce, enabling you to easily and efficiently add functionality.

Salesforce.com Community Services

Salesforce.com also provides a suite of services, programs, and best practices that enable customers to take on-demand success to the next level. Learn more about the types of assistance available to help you be successful.

1.1 Using the Help & Training Guide

All information in the online help applies to All Editions, unless otherwise noted.

The Inter Weave **Smart** Solutions **Help & Training window offers the resources you need to be successful. You can:**

- Find Answers to Your Questions
- Consult, Print, or Email Online Help Topics
- Download Tip Sheets and Best Practice Guides
- Review Documentation for Force.com Developers
- Take Free Training
- Contact Customer Support

Find Answers to Your Questions

Click Help & Training at the top of any page. Enter your keywords in the Search box and click Go!. The search returns online help topics, knowledge base solutions, and recommended training classes that match the keywords you entered.

Tips for searching within the Help & Training window:Consider these tips when searching:

- Search returns online help topics, knowledge base solutions, and recommended training classes that include all or any of your keywords. For example, searching for data loader may return results with just data, just loader, or both keywords in any order. Items that include more of your keywords are listed higher in results, and items that contain your keywords as a phrase or near each other are also listed higher.
- Use multiple keywords to narrow your search results. For example, create lead assignment rules returns more specific results than just assignment rules.
- Search is not case-sensitive. Mail Merge is the same as mail merge.
- Search finds variants of your keywords, for example, searching for creating finds items containing create, creation, or creating.
- Commonly used words such as the, about, and, and not are ignored.
- Search wildcards, such as * and ?, and operators, such as AND, OR, and AND NOT, are treated like any other keyword. For example, searching for outlook AND cases is treated exactly the same as outlook cases.

After you find the answer you need, you can click the Email Page link at the top of the window to send a URL for the help topic or knowledge base solution to yourself or anyone else.

Consult, Print, or Email Online Help Topics.

Click the Help for this Page link to open a context-sensitive online help topic describing that page. On any related list in **Inter**Weave, click the Help link to open an online help topic describing that related list.

To print a PDF version of the online help, click the Help tab of the Help & Training window and click Printable User Guide in the taskbar.

To email the URL for any online help topic to another person, click the Email this Page link in the top right of the Help & Training window.

Download Tip Sheets and Best Practice Guides

Select the Help tab of the Help & Training window and click Tips & User Guides in the taskbar to view and download tip sheets, implementation guides, and best practices for specific features.

Visit www.interweave.com/community to browse and access more tips, best practices, and tools for success with **Inter**Weave.

Review Documentation for Force.com Developers

If you are building a Solution on the **Inter**Weave **Smart** Solutions platform, see Documentation Resources for **Inter**Weave **Smart** Solutions Developers for more information.

Take Free Training

Select the Training tab of the Help & Training window, choose your role and geographic location, and click View Classes! to find free, online training classes to help you learn how to use **Inter**Weave.

Contact Customer Support

Select the My Cases tab of the Help & Training window to access customer support options. Click Log a Case to submit your question or issue directly to **Inter**Weave Customer Support. Click View Cases to see your previously submitted cases.

To contact **Inter**Weave Customer Support directly, use the following numbers depending on your location:

* Americas: (800) 671-8692 x701
* Canada: (416) 242-7910
* EMEA: (800) 671-8692 x701
* APAC: (800) 671-8692 x701
* Japan: (800) 671-8692 x701

For more information about the most efficient ways to receive the customer support assistance you need, see the Contacting Customer Support tip sheet or email support@interweave.biz.

1.2 InterWeave Service, Product, Hybrid Models

Customers today are looking for Solutions that meet their specific requirements and provide them unlimited flexibility. At Integration Technologies, **Inter**Weave **Smart** Solutions provide our customers unlimited options in both. **Smart** Solutions offers the industries first and only: CRM, Financial, ERP, Billing, eCommerce, Telephony and Customer Service applications ready to integrate and configure in a “Self-Service SaaS” model. You configure your integration between the applications with 100’s of configurable options available per Solution.

InterWeave **Smart** Solutionss are available in three options.

I. **Smart** Solutions **-** Customers can use **Smart** Solutions SaaS, hosted model, paying an annual subscription fee for the use of the **Inter**Weave **Smart** Solutions they select.

II. **Smart** Solutions **On Site -** Customers can select to own and install own perpetual software license(s) and create and run **Smart** Solutions in their environment, or

III. **Smart** Solutions **Hybrid and OEM -** Customers can select option i, but utilize the **Inter** Weave IDE to develop, maintain and extend their Solutions. All options take advantage of the benefits realized with **Inter**Weave support and maintenance.

No matter what your Integration needs are, Integration Technologies has the solution for you. Visit our Solution Directory for a list of Solutions available in your vertical or call 800-671-8692 ext 701. Email is sales@interweave.biz.

1.3 Contact Information

Business Offices

Integration Technologies, Inc. serves our global clients from several North American locations. If you have any questions, or require additional information regarding our products, we would be pleased to answer them for you. We may be reached through our office locations and contact information provided below.

Corporate Headquarters

250 W. 57th Street
Suite 1316 (57th and Broadway)
New York, NY
Phone: (800) 671-8692 ext 701
Fax: (801) 439-3476
E-mail us: bmagown@interweave.biz

Regional Office: Northeast United States

24 Hill Top Avenue
Essex, CT, USA, 06426
Phone: (203) 274-5226
Fax: (801) 439-3476 ext 701
E-mail us: info@interweave.biz

Regional Office: Canada

First Canadian Place
Younge Eglinton Center
2300 Younge Street, Suite 1600
Toronto, ON M4P 1E4 Canada
Phone: (416) 242-7910
Fax: (801) 439-3476 ext 703
E-mail us: toronto@interweave.biz

General Contacts

General Information:	info@interweave.biz
Sales:	sales@interweave.biz
Partners:	partners@interweave.biz
Support:	support@interweave.biz

Website: webmaster@interweave.biz

Section II

2 Welcome to the InterWeave Solutions Portal for Salesforce Solutions

Welcome to InterWeave Smart Solutions®

Customers today are looking for Solutions that meet their specific requirements and provide them unlimited flexibility. At Integration Technologies, **Inter**Weave **Smart** Solutions provide our customers unlimited options in both. **Smart** Solutions offers the industries first and only: CRM, Financial, ERP, eCommerce, Billing, Telephony, Customer Service applications ready to integrate and configure in a “Self-Service SaaS” model. You configure your integration between the applications with 100’s of configurable options available per Solution. With **Smart** Solutions, the Solution is the Difference:

- Complete, pre-built integration Solutions - between "Best of Breed" applications
- All processes, workflow logic, mapping is ready for you to configure - with a mouse and the web
- The Solution is completely Configurable by the customer with picklists, drop downs or custom fields
- Start-ups, SMB or Enterprise - select exactly the right configuration for you - modify any time
- Extensive portfolio of integration Solutions waiting for you to configure
- Complete outsource packages available - no software, no hardware, no developers, no overhead - just sign and go

InterWeave **Smart** Solutions, v2.5, has the additional benefit of the **Integration Manager** (**IM**), a separate application that works in combination with your Solution that is focused on managing your Scheduled Flows, the data moving between your "Best of Breed" applications and your connection status. The **IM** monitors your data and connections in real-time, with email alerts directly to you or your System Administrator.

Additionally, we continue to add more functionality to our **Smart** Solutions; the Payment Gateway (Credit Card and ACH processing, multiple merchants), the Database Gateway (any ODBC), CloudConnect® (integrates any application, process, gateway, protocol, partner > our customers < in the world), FedEx integration and many more.

This chapter contains the following sections:

- **Smart** Solutions Configuration Guide
- **Smart** Solutions Set-up & Process Guide
- **Integration Manager** Process Guide
- Common Error Messages

2.1 Featured Solutions

Featured Smart Solutions

Smart Solutions provide our customers with complete integration Solutions between "Best of Breed" applications at Object level, uni or bi-directionally. Whether you looking to integrate Salesforce.com to Quickbooks, ACCPAC, MS Great Plains, Oracle, MAS, or On-Demand Billing to eCommerce, ERP, Databases or Web Services - **Inter**Weave has the configurable Solutions for you.

Salesforce to Financial

- Quickbooks
- MAS 90/200
- Sage ACCPAC
- Peachtree
- MS Great Plains, Navision
- Oracle

Salesforce to ERP

- Scout Inventory
- Ascent (by Presciso Business Systems)

Salesforce to Billing

- Aria On-Demand Billing

Salesforce to eCommerce

- Magento
- Nexternal
- Merkatis

Salesforce to Customer Service

- Zendesk

Salesforce to Telephony

- Contactual
- LDAP Native

Don't see it here? Contact sales@interweave.biz for your integration requirements. .

2.1.1 Salesforce_Quickbooks

Smart Solution **Set Up and Testing**

The main customer portal login is located at www.interweave.biz – select **"Login"** on the main title bar. Your **Smart** Solutions Technical Specialist will work with you to execute the steps below:

Step 1 – Create custom fields in Salesforce and Quickbooks

- Customize/update SalesForce with mandatory custom fields as identified below
- Customize/update SalesForce with optional custom fields as identified below
- Customize/update QuickBooks with custom fields as identified belo

Step 2 – Connectivity Set Up

- If you are connecting to Quickbooks Online - see the first section
- If your connecting to your Quickbooks Company file on a server, see instructions below
- Install connector, configure firewall
- Ensure QB connectivity with help of Support
- Make sure you have received the so-called "QODBC URI" string from Support by this point (it looks like this - "**jdbc:odbc:CompanyName**")

- Login to edit your company profile (EditCompanyProfile), verify that all your settings are properly filled in and on the last page of settings, put in the QODBC URI (in the correspondingly-named row)

Step 3 – Registration & Solution Configuration on the Inter Weave **Solutions Portal**

- Select New Company? Please Register Here
- Enter your unique registration information (and remember it – it is case sensitive)
- Select your Solution and walk through the Configuration with your **Inter**Weave Technical Specialist
  - This takes about 30 to 45 minutes

Step 4 – Activation of Flows and Testing

- Log into the **Inter**Weave Solutions Portal
- Log in and commence testing individual Flows (objects)

  SF Object Testing:

  - Account
  - Sales Order
  - Invoice
  - Products

Step 5 – Initialization of QuickBook4s

- Before you start testing, you need to make sure QuickBooks is ready.

Step 6 – Binding and Production

- When your testing is complete, we will run the binding flows for SF to QB that evening
- Next morning, Log into the **Inter**Weave Solutions Portal, set your Flow timings – and your running.

2.1.1.1 Step 1 - Create custom fields in Salesforce and Quickbooks

Salesforce Custom Fields

Mandatory

At a minimum, we need three new custom fields for Accounts, one field for Opportunities and one field for Products to be added in SalesForce as soon as possible. They will help with bi-directional flows as well as speed up operations and ensure better linkage between SalesForce objects and QuickBooks records.

Account Record

Go to "**Setup**" in SalesForce, then on the left side-bar click on "**Customize**", then on "**Account**", then on "Fields" links. Scroll down to see the list of existing custom fields, and click on the "**New**" button above that list.

The field type is "Text", label is "**QB Full Name**", maximum length of the field is 210 characters. Continue clicking "**Next**" and then "**Save**".

Click on the "**New**" button again in the account custom fields list. This time, use the "Date/Time" field type. The label for this field is "**QB LastModified**". Continue clicking "**Next**" and then "Save".

Click on the "**New**" button again in the account custom fields list. This time, use the "Picklist" field type. The label for this field is "**Active**". Continue clicking "**Next**" and then "Save".We always need a custom field with API name of “Active__c” – picklist with two values “Yes” and “No”

Opportunity Record

Click on the left side-bar click on "Opportunity", and then on "Fields". Scroll down to the list of existing custom fields and click on the "New" button. The field type is "Date/Time" and label is "**QB LastModified**". Continue clicking "**Next**" and then "**Save**".

Product Record

Finally, on the left side-bar click on "Product", and then on "Fields". Scroll down to the list of existing custom fields and click on the "New" button. The field type is "Date/Time" and label is "**QB LastModified**". Continue clicking "**Next**" and then "**Save**".

Additional Optional Fields relating to your Configuration Selections

In SalesForce

1. **Contact Object**

   a. If your primary contact for an account is determined by a contact-level custom field, we need a custom field with the name of **“Level”** of type *Picklist* with following possible values – Primary, Secondary, Tertiary

2. **Account Object**

   a. If you have selected the 30/60/90 option, you will need to create the following custom fields in the Account Object:

Curr Bal Pymts	Currency(9,2)
Acc Recv Over30	Currency(9,2)
Acc Recv Over60	Currency(9,2)
Acc Recv Over90	Currency(9,2)

   b. **We need the following fields to be accessible by integration user - this means they must be checked "Visable"** in the security setting. (below are field names, not labels): If your running Salesforce.com Professional, you will need to go into Page Layout and drag the fields down to make them visible.

      - Account Number
      - Description
      - Fax
      - Employees
      - Parent Account
      - Phone
      - Rating
      - Type
      - Website

   c. If your primary contact for an account is determined by contact lookup in account, we need a custom label of **“Primary Contact”** with a field name of **"Primary_Contact”** with the type *Lookup (Contact)*

3. **Opportunity Object**

   a. If Transaction number is generated in SF, the custom field that stores the QuickBooks Transaction Number needs to be auto-numbered and unique

   b. If your primary contact for an account is determined by contact lookup in account, we need a custom label of **“Primary Contact”** with a field name of **"Primary_Contact”** with the type *Lookup (Contact).*

   c. If you are integrating Opportunities to Sales Orders, Sales Receipts, Invoices or Purchase Orders, create the following fields, Text (11) and put them in the QuickBooks Integration section. These fields are unique.

Sales Order Number	Text (11)
Sales Estimate Number	Text (11)
Sales Receipt Number	Text (11)
Invoice Number	Text (11)
Purchase Order Number	Text (11)
Estimate Number	Text (11)

d. If you are using custom billing and shipping address fields in your opportunities, we expect them to have the corresponding names:

Billing Status	Text (20)
Billing Company Name	Text (210)
Billing FirstName	Text (210)
Billing LastName	Text (210)
Billing Company Street	Text (210)
Billing City	Text (210)
Billing State	Text (210)
Billing Postal Code	Text (210)
Billing Country	Text (210)
Billing PhoneNumber	Text (210)
Shipping Company Name	Text (210)
Shipping FirstName	Text (210)
Shipping LastName	Text (210)
Shipping Company Street	Text (210)
Shipping City	Text (210)
Shipping State	Text (210)
Shipping Postal Code	Text (210)
Shipping Country	Text (210)
Shipping PhoneNumber	Text (210)

4. **Product Object**

a. If you answered “**Yes**” on the setting “Salesforce Support for Inventory items cost required” then you need to create two custom fields in the Product Object for Item Cost and Vendor. Their names should be:

- Unit Cost

  The field type is "Currency" (10/2)

- Vendor

  The field type is "Text" and the length is 41

b. If you answered “**Yes**” on the setting “Salesforce Support for Item weight required” then you need to create custom field in the Product Object for Item Weight. The name should be:

- Weight

The field type is "Number" (10,2)

QuickBooks (Custom Fields)

1. **Customer Object**

    a. We always need a custom field named **"AccountID"**

2. **Vendor Object**

    a. We always need a custom field named **"AccountID"**

3. **Inventory Item Object**

    a. If binding between SalesForce products and QuickBooks inventory items is done based on product code/item SKU, we need a custom field named **"ItemCode"** to store the SKU

    b. If you answered "Yes" on the setting "SF Support for Item weight required" then we need a custom field named "Weight" to store weight

QuickBooks Address

We will need the path (server) documented so we may put this address in your Configuration.

2.1.1.2 Step 2 - Connectivity Set Up

Connecting with Quickbooks Online

If you are using Quickbooks Online, do not proceed to The Connector section. Go to http://www.qodbc.com/QODBConline.htm and select Ticket GUID.Do not create the Login GUID, we are looking for the Ticket GUID Key only.

This will take you directly into QB Online where you will create your connection and upon completion, receive your key. You need to select "No Security" for the QODBC connection to work properly. Create the Ticket GUID, we are not looking for the Login GUID Key. Please email the key to us.

Connecting with your Quickbooks Company file on a server

Note: The full version of Quickbooks needs to be installed on the server we're going to be accessing.

The IBIZ Connector

The connector is a very small piece of software that allows **Inter**Weave servers to connect to your QuickBooks installation. It runs automatically when you login and stays in the background. Note that integration can only work when the Windows user you install this under is logged in.

1. Installation is to be done on the same machine that has the complete QuickBooks installation (client, server, DB manager, etc.).
2. Download ZIPped package from http://interweave.biz/downloads/IW_QBConnector.zip
3. Open the provided ZIP file package (shown as "compressed folder" in some versions of Windows).
4. Right-click on the "IW_QBConnector" folder and click "Copy"
5. Navigate to the "C:\Program Files" directory in Windows Explorer, right-click and click "Paste" (placing the above folder under "Program Files")
6. Navigate into the newly-created "IW_QBConnector" folder and double-click on "RunMe.reg" (may appear as simply "RunMe"); click "Yes" when prompted
7. Double-click on "connector.exe"; a white window may flash briefly, and a square tray icon with "IBiz QuickBooks" tooltip will appear

Note: If you have selected ITX Corp to install “Connection as a Service”, please disregard above.

Port 2080 and your Firewall

Most companies' servers are behind a so-called "firewall" or similar devices that block external access to improve security. For **Inter**Weave to work, your firewall needs to allow inbound connections to your QuickBooks company file on port **2080**. Please make sure that this is the case (you may need to contact your hosting provider or IT support for that).

Once the access is allowed, please send the following pieces of information to support:

- your static IP address (you may need assistance of your IT contact for that)
- location of your company file(s) (including filename) on the computer (e.g. "C:\QBFiles\Company.qbw")
- location of your test company file copy (similar to above)

Ensuring Connectivity for **Inter**Weave Servers in Salesforce

In Salesforce, Rackspace Servers running **Inter**Weave need to be authorized. Go to Setup, Security Controls, Network Access, New - enter the below addresses (each one is a from/to address).

72.3.142.149 71.235.4.1

74.205.126.77	99.232.241.169
72.32.50.205	67.192.84.146
for CC Payment Gateway	67.192.84.146

Note: If you are using the CC Payment Gateway and integrating with First Data, Authorize.net, etc - you need to enter that server IP address into Salesforce.

2.1.1.3 Step 3 - Registration & Solution Configuration

Register

The first step is to Register and Configure yourself and your company in the **Inter**Weave Solutions Portal (ISP).

1. Go to the ISP home page, select *New Company? Please register here*
2. Enter your Company/Organization (exactly as you want it)
3. Enter your Administrator's E-Mail Address (this can be you also)
4. Enter Administrators First Name, Last Name, Password and Confirm Password
5. Select your Integration Solution (ex. Salesforce to Quickbooks)

With the assistance of your **Inter**Weave Solutions Specialist, select the Configuration Options that invoke the object/field configuration you want. During this Configuration step, you may create/define as many custom fields in Salesforce as you wish – which correlate to Quickbooks fields – and enter then into your Configuration options.

Certain mandatory fields are required in Salesforce and Quickbooks to make your Solution operates smoothly (**See Create custom fields in Salesforce)**. Depending on your selections, certain optional fields are also mandatory fields required.

InterWeave **Solutions Portal** Profile

Some of the options you've specified for your Solution in the **Inter**Weave Solutions Portal (ISP) configuration may require presence of specific custom fields in SalesForce and QuickBooks. The following documents those requirements; it may be helpful to login and have your profile information on-screen.

Edit Company Profile - You can review and change your company profile information in the ISP by clicking the "*Edit company profile*" link in the main login page. Enter the company name (exactly as it was specified in the initial setup), administrator email and the password. Then click "**Load Company Profile**". The rest can be navigated using the "**Next**" button. Click the "**Finish**" button on the very last page to commit configuration changes.

Make sure that the configuration information is correct, as the flows will not work otherwise. Also, make sure that the SalesForce login as well as the QODBC URI are specified (the latter should have been provided by support).

NOTE: if you have changed profile settings, you must log out and then log back in from the Transaction Flow Manager screen (use the log out link near the top of the page).

2.1.1.4 Step 4 - Activation of Flows and Testing

Receiving your Email

Upon completion of the step above, you will receive the following email from **Inter**Weave Support personnel.

1. Your **Inter**Weave company name is: [Company Name Here]

2. Your company token is: [Token issued by **Inter**Weave here]

3. The QODBC software driver installation (Remote Connector or Connector as a Service) step needs to be complete (see above or if not sure what it is or the status – ask)

4. You may need to add a few custom fields to your SalesForce application and the QuickBooks company file. Use the guide above to make sure that your installation is correct; some of this has already been taken care of during the initial setup call.

    1. In some cases, a similar custom field may already exist, e.g. due to prior integration efforts; in that case, just modify existing field to match the expected API name.

Create an Administrative User

There can be multiple users per company profile in the **Inter**Weave Solutions Portal (ISP). The administrator user is the user with the same email as the "administrator email" you have specified in the company profile.

Follow these steps to create it:

1. In the main login screen, click on the "*Register Here*" link right after "*New user?*" text

2. Most fields are self-explanatory; all need to be filled out

3. Copy the company name exactly as it is in the email (no spaces, etc.). Copy the Token into “QB Integration Password/Token” and confirm.

4. The e-mail is what is used to log in, and must be the same as the "administrator email" in the company profile

5. When done, click "*Register*"

Working with Flows

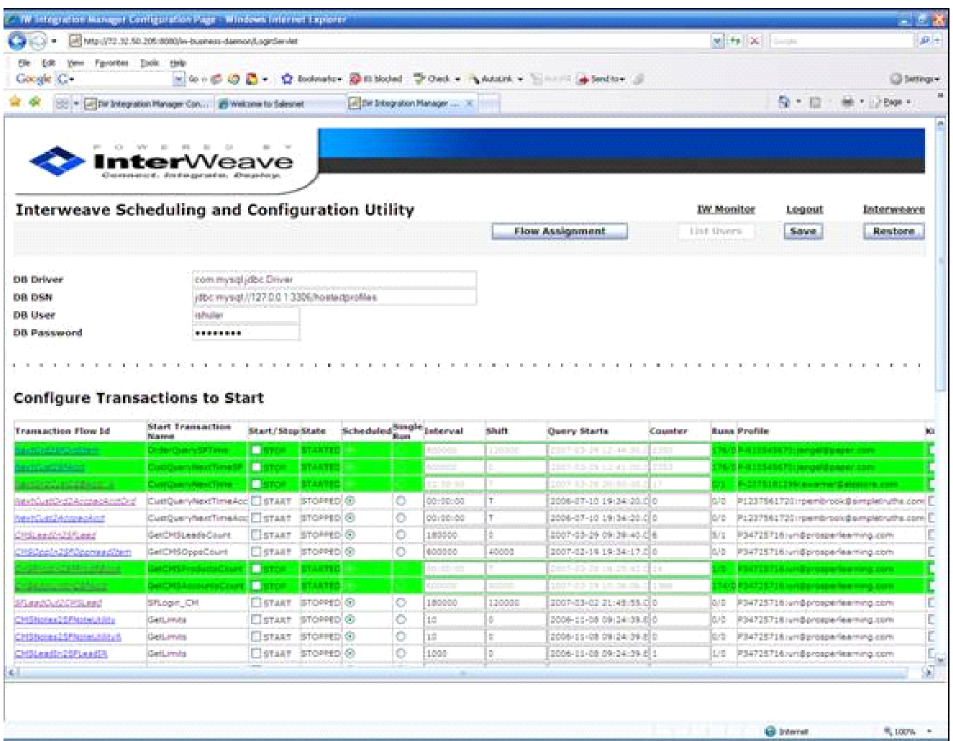
InterWeave works based on "Flows", which are batch jobs importing a subset of data from one system to another.

After having created the administrator user, use those credentials to login on the main Profile Login screen in the ISP. You should see a list of flows currently available, with a few checkboxes and other fields in each row.

Each flow can be configured by clicking on its name (which is a link). The bottom frame of the window should then show the available parameters for the flow.

To start a flow, check the checkbox on the same row as the flow name, and then click the "Submit" button at the bottom of the screen.

The row should be highlighted green. To keep checking the status of running flows, just click "Submit" when no checkboxes are selected - that is equivalent to refreshing the page.



Sales Force Object Testing

Salesforce objects (Accounts, Contacts, Opportunities, Products, etc.) may now be tested one at a time; Salesforce to Quickbooks, then QuickBooks to Salesforce. All parameters need to be entered prior to starting the Flow.

Enterprise Model Testing

If you have the Enterprise Model, testing is done using special Single-Object Flows (or “Utility Flows”, which always end in letter "N". Each of these has a required parameter that specifies that single object by name. This is done to limit the potential damage done by mis-configured Flows. Please refer to **Inter** Weave Solutions Portal regarding details of specifying options to individual flows and running them.

Account Example

SF -> QB flow (SFAcct2QBCustN)

This Flow takes a new account in SF that would be expected to generate a QB customer (e.g. set the appropriate opportunity stage to "Closed-Won", etc). Plug in the name of that account into this flow's "AccountName" parameter and run it. This customer should appear in QuickBooks.

QB -> SF flow (QBCust2SFAcctN)

Edit the QuickBooks customer created in the last flow - e.g. change the "Phone" field. Then plug in the name of that customer into this flow's "CustomerName" parameter and run it. The changes should be propagated back into SalesForce.

Professional, Premier and Small Business Model Testing

If you have the Professional, Premier or Small Business Model, testing is done using the buttons you have created at the Object level (Accounts, Opportunities, Products, etc.) and the Home Page Custom Links.

2.1.1.5 Step 5 - Initialization of QuickBooks

QuickBooks Initialization

Weather you are new to QuickBooks, or a long time user, with QuickBooks on your own server, hosted on a Managed Services Provider or QuickBooks Online - there is initialization work that needs to be done for a smooth and successful integration.

At this point we have created the custom fields in Salesforce and Quickbooks, installed the IBiz Connector and validated connection, registered and completed our initial Solution configuration, created our Administrative User login and now we are ready to test. But before we test, we need to make sure QuickBooks is ready. A couple of facts below.

1. **QuickBooks Dialogue Boxes and Pop Ups**
   a. Turn off any/all QuickBooks Dialogue Boxes or Pop Ups – this will disrupt your connection outbound and you will not receive any data
      i. And we mean everyone. Banking, version update, etc. - All of them.
      ii. On-line banking. It has to be done ONLY when flows are stopped. It locks integration out,

creates popup in auto-user screen and manual interaction is required to re-start integration.

iii. Memorized transactions. Even when you (user Sherie) process them the popup appears that notifies Admin that Sherie processed memorized transactions. You need to suppress them for Admin user.

2. **QuickBooks Chart of Accounts**

   a. Is it defined the way you want it? We use COA information in the Product Object configuration in **Inter**Weave. Its how we align your Salesforce data with the right COA in QuickBooks.

3. **QuickBooks Items**

   a. The first thing needed is to load Products from Salesforce into Items in QuickBooks.

      i. Items in QuickBooks are the line items under Invoice (for example).

      ii. Products in Salesforce are the line items underneath Opportunities

      iii. When you run the Scheduled Flow SFOPPQBINV - this creates Invoices in QuickBooks from Opportunities in Salesforce. If the corresponding Item in QuickBooks is not in - The Salesforce Product will not know what to relate to - the flow won't work if the Item isn't there.

The Number 1 issue why integration isn't working - The Connection. For Connection issues - see Section Common Error Messages - this is where the detail is.

2.1.1.6 Step 6 - Binding and Production Flows for Salesforce Enterprise

Binding and Production

Binding the objects in Salesforce with the objects from Quickbooks provides a mechanism that will prevent duplication. For example, if you selected an Account custom field in Salesforce to be bound to Quickbooks Customer ListID field, running the flow would bind these two objects and duplication – could not happen.

If you did not selection any fields to bind (ex. A one-way integration) - we will skip this step. To bind, just alert us you have finished your testing and we will bind your SF_QB Solution that evening.

Interweave Binding Fields

We need two new custom fields for Accounts, one field for Opportunities and one field for Products to be added in SalesForce. If Salesforce Contacts are used to create Quickbooks Customers or Vendors as a base Salesforce object, two fields same as for Account must also be added to Contact object. They will help with bi-directional flows as well as speed up operations and ensure better linkage between SalesForce objects and QuickBooks records.

Please go to "Setup" in SalesForce, then on the left side-bar click on "Customize", then on "Account", then on "Fields" links. Scroll down to see the list of existing custom fields, and click on the "New" button above that list. The field type is "Text", label is "QB Full Name" (the name would be automatically filled in as "QB_Full_Name"), maximum length of the field is 210 characters. Continue clicking "Next" and then "Save". Repeat same procedure for Contact object if required (see above).

Click on the "New" button again in the account custom fields list. This time, use the "Date/Time" field type. The label for this field is "QB LastModified". Continue clicking "Next" and then "Save".

On the left side-bar click on "Product", and then on "Fields". Scroll down to the list of existing custom fields and click on the "New" button. The field type is "Date/Time" and label is "QB LastModified". Continue clicking "Next" and then "Save".

Interweave Binding Instructions

1. Run the flow SFAcct2QBCustBind (no input parameters required – keep batch size as 1000).
2. Look at the log after the run (clicking at the number of runs in the rightmost column)
3. Check if it contains “update Customer …” lines.
4. Repeat steps 1 – 3 until there are no “update Customer …” lines.
5. Run flow QBCust2SFActBind.
6. Run a report in Salesforce for Accounts where QB FullName is empty and in QB for Custom Field AccountID is empty – those are non-bound items.

The next day when you Log In you will be presented Scheduled Flows, where you set the scheduled intervals you want your flows to be firing on. Set you timings, start the Flows, you’re done. Your data is now moving back and forth automatically.

The Integration Manager Console

2.1.1.7 Step 7 - Cutom Objects for Payment/Credit

Salesforce Custom Objects

The objects below are utilized for the QuickBooks to Salesforce flows only (without the CC Payment Gateway). If the CC Payment Gateway is used, Payments transactions will be in the Transaction Object associated to the CC Payment Gateway.

Payment Object

In order to receive Payment information from QuickBooks, you need to define a Payment Object and link it to the Account, Opportunity or Invoice Custom object you created.

❖ To set up Payment Object

- This is the link that will create the Payment Object in your Salesforce Account

a. Go to Setup, Create, Objects

b. Select New Custom Object

c. **The Label Name is** Payment QB

d. **The Plurals Name is** Payment QBs

e. All else is default, click Save

f. Now, lets create the Custom Fields in the Payment Object

g. Go to Custom Fields, click on New

Custom Field	Custom Field Type	Field Name
Payment Number	Text (13)	Payment_Number (has to be external id (unique)
Ref Number	Text (20)	RefNumber
Opportunity	Master/Detail (Opportunity) or Lookup	to the object that defines the invoice
Total Amount	Currency (15,2)	Total_Amount
Transaction Date	Date	Transaction_Date

Credit Memo Object

In order to receive Credit Memo information from QuickBooks, you need to define a Credit Memo Object and link it to the Account, Opportunity or Invoice Custom object you created.

❖ To set up Credit Memo Object

- This is the link that will create the Credit Memo Object in your Salesforce Account

h. Go to Setup, Create, Objects

i. Select New Custom Object

j. **The Label Name is** Credit Memo

k. **The Plurals Name is** Credit Memos

l. All else is default, click Save

m. Now, lets create the Custom Fields in the Credit Memo Object

n. Go to Custom Fields, click on New

Custom Field	Custom Field Type	Field Name
Ref Number	Text (11)	RefNumber (has to be external id (unique)
Credit Remaining	Currency (10,2)	Credit Remaining

Opportunity	Master/Detail (Opportunity) or Lookup	to the object that defines the invoice
Total Amount	Currency (15,2)	Total_Amount
Transaction Date	Date	Transaction_Date

2.1.2 Payment Object

The Payment Object is a custom Object designed to capture all payments made from Salesforce to QuickBooks, and/or to receive all payments recorded in QuickBooks.

2.1.2.1 Payment Object Detail

Payment Object Detail for Salesforce to QuickBooks

Mandatory

If you are running Salesforce.com, you will need to choose from the selection of fields below to support real-time, batch and recurring Payment Processing.

In SalesForce

1. **Payment Processing.** If you want to use payment processing in your Accounts or Opportunities, follow the process below:

   - **The Payment Object. You now need to create a Custom Object in Salesforce to support the Payment Processing work flows**. The Payment Object Name is Payment_QB. Go to Setup, App Setup, click on Customize - then click on Objects below. The fields required are below:

Custom Field	Custom Field Type	Field Description
Payment Number	Text(11)	Payment Number (set to - extrernal id unique)
RefNumber	Text(11)	Reference Number
Opportunity	Master-Detail or Lookup (Parent)	Connects Payment Object to Opportunity or Quote
Total Amount	Currency(15,2)	Total Payment Amount
Transaction Date	Date	Payment Transaction Date

2.1.3 Credit Memo Object

The Credit Memo Object is a custom Object designed to capture all credits/refunds entered into Salesforce and then to QuickBooks, and/or to receive all credits/refunds recorded in QuickBooks. .

2.1.3.1 Credit Memo Object Detail

Credit Memo Object Detail for Salesforce to QuickBooks

Mandatory

If you are running Salesforce.com, you will need to choose from the selection of fields below to support real-time, batch for Credit Memo's and Refund processing.

In SalesForce

1. **Credit Memo Processing.** If you want to process credit memos and refunds in your Accounts or Opportunities, follow the process below:

   - **The Credit Memo Object. You now need to create a Custom Object in Salesforce to support the Credit Memo Processing work flows**. The Credit Object Name is Credit_Memo. Go to Setup, App Setup, click on Customize - then click on Objects below. The fields required are below:

Custom Field	Custom Field Type	Field Description
Credit Memo Name	Text(80)	Credit Memo Name
Credit Remaining	Currency(15,2)	
RefNumber	Text(11)	Reference Number (External Unique ID)
Opportunity	Master-Detail (Opportunity)	Connects Credits/Refunds Object to Opportunity or Quote
Total Amount	Currency(15,2)	Total Amount of Credit Memo
Transaction Date	Date	Credit Memo Transaction Date

:

2.2 Connection Issues with Salesforce, Quickbooks, Firewalls and your Domain

Additional Notes

1. Salesforce Dedicated License for Integration

a. When configuring your Solution in the **Inter**Weave Solutions Portal, the last page is where you enter your Salesforce User ID and Password and your QuickBooks User ID and Password.

i. Regarding Salesforce, we typically use a lightly used Salesforce license for the integration license – but, if all are actively used – purchase a separate Salesforce License and dedicate it to integration.

2. Salesforce change of Password

QB passwords are not used by us so you can change it any time. If you want to change Salesforce password then please:

a. Stop the Flows.
b. Change password in Salesforce.
c. Open company configuration and at the last page of the wizard change Salesforce password correspondingly.
d. Re-start your Flows.

3. Customer Logins in the ISP

a. There can be two logins (administration if treated separately)

i. 1 will be for normal logging in to flows

ii. 1 will be to edit and change company profile

iii. Be sure to document both.

4. **QuickBooks SDK**
   a. QuickBooks may come with the Sometimes (actually often enough) QuickBooks is installed with the original version of SDK that may be several years older then the current one. You may try to use QuickBooks update feature for this or contact Intuit support – they will assist you with this.
5. **QuickBooks Dialogue Boxes and Pop Ups**
   a. Turn off any/all QuickBooks Dialogue Boxes or Pop Ups – this will disrupt your connection outbound and you will not receive any data.
6. **QuickBooks Server Environment**
   a. In our experience QuickBooks on Windows server 2003 is the most stable and reliable configuration.
7. **Your Microsoft Environment and QuickBooks Connection Failures**
   These are possible reasons for QuickBooks connection failure

   - Networking changes (external IP address, internal IP address of QuickBooks server, Router changes (Port forwarding etc.)). .
   - QuickBooks is locked by some pop-up (registration request, upgrade request, backup request, sometimes reminder etc.)
   - QuickBooks is locked by some operation that requires exclusive access to a company file (on-line banking, back-up etc.)
   - QuickBooks is locked by some other integration application operation that requires exclusive access to a company file.
   - QuickBooks is running in single-user mode or under the same user that used for integration
   - Connector is not running
   - More then one connector is running
   - Windows registry changes that affected connector settings
   - Company file moved to other location.
   - Company file configuration changed (some other application was registered, our permission to start QuickBooks were voided etc.); could also be possible as a result of restoration from back-up
   - Other (Windows) issues:
   - Windows can update and reboot but nobody is logged in so connector is not running. ITX "auto-user" approach fixes this but other Windows problems can lock the server

2.2.1 Resetting your QuickBooks Connection

Your connection is down.

If your flows are running, but your seeing no activity in your QuickBooks, your connection (IBiz Connector) could be down. Below are the are the 5 steps required to restore the Connector.

1. Reboot the server where connector is installed.
2. Login into the server with a user under which connector is installed. Make sure that connector is running.
3. Double click in Window explorer on the file you are working with (test file in your case).
4. When QuickBooks opens please make sure that there are no pop-ups during QB start. If there are pop-ups - do what they ask, close QuickBooks and return steps 3 and 4.
5. Close QuickBooks. If there are any error messages during closing QuickBooks - repeat steps 3, 4 and 5 until no error messages appear.

Section III

3 InterWeave Solutions Portal Configuration Guide

Smart Solutions Object definitions are below.

3.1 Salesforce_Quickbooks Configuration Details

InterWeave **Smart** Solutions Portal

Salesforce_QuickBooks - Configuration Guide Definitions.

The **Inter**Weave **Smart** Solutions detail below relates to the **Salesforce_QuickBooks** Solution, organized at the Object level. An "Object" in Sales force would be an Account, Contact, Opportunity, Product, etc. An Object in QuickBooks would be a Customer, Invoice, Sales Order, Item, etc. The detail below provides the field level definition for fields in those objects.

3.1.1 Object Selection

Smart Solutions **– Object Selection**

Property Name	Property Value	Entry Description	Notes
SF Account/Contact to QB Customer/Job	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is for the standard, B2B SF data structure offering from Salesforce.com.
SF Person Account to QB Customer/Job	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is for the new B2C SF data structure (Person Accounts) offering from Salesforce.com. (You may select either or).
SF Account/Contact to QB Vendor	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if

			you use SF Accounts additionally for Vendors.
SF Opportunity to QB Job	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Jobs in QB.
SF Opportunity to QB Sales Order	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Sales Orders in QB.
SF Opportunity to QB Purchase Order	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Purchase Orders in QB.
SF Opportunity to QB Invoice	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Invoices in QB.
SF Opportunity to QB Sales Receipt	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Sales Receipts in QB.
SF Opportunity to QB Estimate	None SF_QB Uni-directional	Select from pull-down menu the direction you wish to provide	Primary Object selection to create flows from SF that

	QB_SF Uni-directional Bi-directional	the objects integration. Uni, bi-directional or none.	integrates with their QB counterpart. This entry is selected if you utilizing Estimates in QB.
SF Opportunity to QB Bill	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Bills in QB.
SF Opportunity to QB Check	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. This entry is selected if you utilizing Checks in QB.
SF Product to QB Item	None SF_QB Uni-directional QB_SF Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from SF that integrates with their QB counterpart. Products are utilized as Opportunity line item detail – that builds the QB item detail on an Invoice, Sales Order, etc. If you do not use Products, there is a selection later for building a “dummy line item detail” in QB.

3.1.2 SF Acct to QB Cust

Smart Solutions **– SF Account/Contact to QB Customer**

Property Name	Property Value	Entry Description	Notes
Binding SF Custom Field with QB ListID		For each Solution, we bind primary/ secondary keys in	Sign-in to your Salesforce account, choose Setup at the

		each application to each other.	top, select App Setup on the left, select Accounts, then Fields. Choose Account Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB List ID.
Binding criteria (optional)	None Name Name/Phone Name/Address(no street) Name/Phone/ Address(no street)	If you do not want to bind QB List ID with a SF Custom Field, other options are available to you via the pull-down menu.	
Binding SF Custom Field with QB Full Name		If you do not want to bind QB List ID with a SF Custom Field or the Optional Binding criteria above, you may create/select your own field to bind with QB Full Name.	
Normalize Names for binding	No Yes value		
SF Field with QB Customer Name		You may create/ select a custom SF Field that you want to sync with QB Customer Name.	
Primary contact selected via	None Account/Contact Role Contact Level Custom Field Contact Lookup in Account Other	If you use the Primary Contact option in Salesforce, use may choose to reflect this in QB Customers with the following pull-down menu.	Establishing Primary Contacts in SF at the Account Level is an SF Data Structure decision. Contact your SF Data Administrator to discuss this option.
Default Primary Role Name		?????????????????????????????	
Synchronize Contact Mail Address and Account Billing Address	No For Primary Contact	Select from pull-down menu if you wish to synchronize SF	If you wish Contact Mail Address to be synchronized with

	For All Contacts	Contact Mail address with QB Account Billing Address (or Primary or All Contacts)	Account Billing Address.
Propagate SF Hierarchy to QB Customer/Job Hierarchy	No Yes value Yes, using Custom Object	Select from pull-down menu if you wish to propagate the SF Hierarchy to the QB Customer (Jobs are required/included) Hierarchy.	SF Hierarchy in SF at the Account Level is an SF Data Structure decision. Contact your SF Data Administrator to discuss this option. The corollary to SF Hierarchy is QB Customer/Jobs Hierarchy.
Hierarchy Level to create QB Job		Number of Hierarchy levels your looking to create in QB	
SF Custom Object Name to create QB Job		SF Custom Object corollary to QB Job	
SF Custom field for Customer Terms		You may create/ select a custom SF Field that you want to sync with QB Customer Terms.	SF Custom fields are fields that you can define and then integrate with a QB selected field. Take care to understand the formatting of the newly created SF Custom field matches the selected QB field.
SF Account Custom field for Total Balance		You may create/ select a custom SF Field that you want to sync with QB Total Balance.	
SF Contact Custom field for Middle Name		You may create/ select a custom SF Field that you want to sync with QB Middle Name.	
Permitted sync operations from SF Accounts to QB Customers	None Create and Update Create Only	Select from pull-down menu synchronization options from SF Accounts to QB	Depending if you're initializing either SF or QB, or just one of them is new – you

	Update Only	Customers.	may decide on these functions. Ex. If QB Customers are already there, and you don't want them over-ridden by SF Accounts, you would select "Update Only".
Create new QB Customer when	SF Account created SF Opportunity is in certain stage SF Account Custom field has certain value SF Opportunity Custom field has certain value SF Opportunity is Won Precisio Sales Order is in certain state Other	Select from pull-down menu to create new QB Customer at the Account or Opportunity level. If you select a SF custom field, you need to create it in either SF Accounts or SF Opportunities. Precisio Sales Order applies specifically to selecting the Precision OnDemand Inventory option on the Object Selection page.	
SF Opportunity Stage to create new QB Customer		SF Custom field Opportunity Stage created/required to synchronize with the selection of "Create new QB Customer when".	The defined stage to create a new customer in QB. Ex. "Closed Won".
SF Custom Field Name to create new QB Customer		SF Custom field Name created/ required to synchronize with the selection of "Create new QB Customer when".	If you selected the above "SF Opportunity Stage to create new QB Customer" you would not use this field.
SF Custom Field Value to create new QB Customer		SF Custom field Value created/ required to synchronize with the selection of "Create new QB Customer when".	If you selected the above "SF Opportunity Stage to create new QB Customer" you would not use this field.
Merge new SF Accounts with existing QB Customers	Do not merge Name/Phone/	Select from pull-down menu to merge new	The Merge feature allows you merge

	Address(no street) Name/Phone Name/Address(no street) Name Other	SF Accounts with existing QB Customers based on the following selections at the Account level.	existing SF Accounts with existing QB Customers that are selected on the parameters.
Fill QB Customer Billing Street Address with	As SF Account Name/Address First Name+Last Name/Name/Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Customers Billing Street Address with selections at the Account level.	SF Account format selection to populate QB Customer Billing Address.
Fill QB Customer Shipping Street Address with	As SF Account Name/Address First Name+Last Name/Name/Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Customers Shipping Street Address with selections at the Account level.	SF Account format selection to populate QB Customer Shipping Address.
Permitted sync operations from QB Customers to SF Accounts	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from QB Customers to SF Accounts.	The opposite the SF to QB sync above. Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If SF Accounts are already there, and you don't want them over-ridden by QB Customers, you would select "Update Only".
Create/Update SF Account when	QB Customer created/modified QB Customer field has certain value Other	Select from pull-down menu the operation you want performed to create/update the SF Account when.	
QB Field Name to create/ update SF Account		If QB "Customer Field has certain value" was selected above, enter the QB Field Name.	

QB Field Value to create/ update SF Account		If QB "Customer Field has certain value" was selected above, enter the QB Field Value.	Format is:
Merge new QB Customers with existing SF Accounts	Do not merge Name/Phone/ Address(no street) Name/Phone Name/Address(no street) Name Other	Select from pull-down menu the operation you want performed to Merge new QB Customers with existing SF Accounts.	The Merge feature allows you merge existing QB Customers with existing SF Accounts that are selected on the parameters.
Create SF Contact Records	No Yes	Create a Salesforce Contact Record.	
Synchronize QB Account Number to SF	No Yes		
30/60/90 terms support required	No Yes	Select from pull-down menu the operation you want performed - rolling totals of AR outstanding for 30/60/90.	see SF custom fields required to support this configuration - there are 3 of them.
Use QB Full Name to merge	No Yes	Select from pull-down menu the operation you want to use the QB Full Name to merge.	
SF Account Owner to QB Sales Rep mapping required	No Yes	Select from pull-down menu the operation you want performed map QB Sales Rep structure to SF Account Owner.	
SF Account field to QB Customer field custom mapping 1		Customer mapping field entries for any to any mapping – delineate groups with a semi-colon.	Format is:
SF Account field to QB Customer field custom mapping 2 (more mappings)		Customer mapping field entries for any to any mapping – delineate groups with a semi-colon	Format is: up to 10 additional fields may be mapped here.

Credit Card Info Synchronization required	No Yes	Select from pull-down menu the operation you want performed to synchronize SF CC information with QB CC information.	
Primary SF Contact Synchronization to QB Customer Contact Area required	No Yes	Select from pull-down menu the operation you want performed to synchronize SF Account Primary Contact to QB Customer Contact.	If you have selected the “Primary Contacts” above, you can additionally choose synchronization with QB Customer Contacts.

3.1.3 SF Person Acct to QB Cust

Smart Solutions **– SF Person Account to QB Customer**

Property Name	Property Value	Entry Description	Notes
Synchronize Person Account Mail Address and Account Billing Address	No Yes	This section is for Salesforce’s “Person Accounts” data structure – the B2C model. Select from pull-down menu if you wish to synchronize Person Account Mail Address and Account Billing Address in SF.	These area entries are for the new B2C SF data structure (Person Accounts) offering from Salesforce.com only.
Propagate SF Person Accounts Hierarchy to QB Customer/Job Hierarchy	No Yes	Select from pull-down menu if you wish to propagate the SF Person Hierarchy to the QB Customer (Jobs are required/included) Hierarchy.	SF Hierarchy in SF at the Account Level is an SF Data Structure decision. Contact your SF Data Administrator to discuss this option. The corollary to SF Hierarchy is QB Customer/Jobs Hierarchy.
Permitted sync operations from SF Person Accounts to QB Customers	None Create and Update Create Only	Select from pull-down menu synchronization	Depending if you’re initializing either SF or QB, or just one

	Update Only	options from SF Person Accounts to QB Customers.	of them is new – you may decide on these functions. Ex. If QB Customers are already there, and you don't want them over-ridden by SF Accounts, you would select "Update Only".
Merge new SF Person Accounts with existing QB Customers	Do not merge Name/Phone/ Address(no street) Name/Phone Name/Address(no street) Name Other	Select from pull-down menu to merge new SF Person Accounts with existing QB Customers based on the following selections at the Account level.	The Merge feature allows you merge existing SF Accounts with existing QB Customers that are selected on the parameters.
Fill QB Customer Billing Street Address with	As SF Person Account Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Customers Billing Street Address with selections at the Account level.	SF Account format selection to populate QB Customer Billing Address.
Fill QB Customer Shipping Street Address with	As SF Person Account Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Customers Shipping Street Address with selections at the Account level.	SF Account format selection to populate QB Customer Shipping Address.
Permitted sync operations from QB Customers to SF Person Accounts	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from QB Customers to SF Accounts.	The opposite the SF to QB sync above. Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If SF Accounts are already there, and

			you don't want them over-ridden by QB Customers, you would select "Update Only".
Merge new QB Customers with existing SF Person Accounts	Do not merge Name/Phone/ Address(no street) Name/Phone Name/Address(no street) Name Other	Select from pull-down menu the operation you want performed to Merge new QB Customers with existing SF Person Accounts.	The Merge feature allows you merge existing QB Customers with existing SF Accounts that are selected on the parameters

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3.1.4 SF Acct to QB Vendor

Smart Solutions **– SF Account/Contact to QB Vendor**

Property Name	Property Value	Entry Description	Notes
Binding SF Custom Field with QB ListID		For each Solution, we bind primary/ secondary keys in each application to each other.	Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Accounts, then Fields. Choose Account Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB List ID.
Binding criteria (optional)	None Name Name/Phone Name/Address(no street) Name/Phone/ Address(no street)	If you do not want to bind QB List ID with a SF Custom Field, other options are available to you via the pull-down menu.	
Binding SF Custom Field with QB Full Name		If you do not want to bind QB List ID with a SF Custom Field or the Optional Binding criteria above, you may create/select	

		your own field to bind with QB Full Name.	
Normalize Names for binding	No Yes value		
SF Field with QB Vendor Name		You may create/ select a custom SF Field that you want to sync with QB Vendor Name.	
Primary contact selected via	None Account/Contact Role Contact Level Custom Field Contact Lookup in Account Other	If you use the Primary Contact option in Salesforce, use may choose to reflect this in QB Customers with the following pull-down menu.	Establishing Primary Contacts in SF at the Account Level is an SF Data Structure decision. Contact your SF Data Administrator to discuss this option.
Default Primary Role Name		?????????????????? ???????????	
Synchronize Contact Mail Address and Account Billing Address	No For Primary Contact For All Contacts	Select from pull-down menu if you wish to synchronize SF Contact Mail address with QB Account Billing Address (or Primary or All Contacts)	If you wish Contact Mail Address to be synchronized with Account Billing Address.
SF Custom field for Vendor Terms		You may create/ select a custom SF Field that you want to sync with QB Vendor Terms.	SF Custom fields are fields that you can define and then integrate with a QB selected field. Take care to understand the formatting of the newly created SF Custom field matches the selected QB field.
SF Account Custom field for Total Balance		You may create/ select a custom SF Field that you want to sync with QB Total Balance.	
SF Contact Custom field for Middle Name		You may create/ select a custom SF	

		Field that you want to sync with QB Middle Name.	
Permitted sync operations from SF Accounts to QB Vendors	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from SF Accounts to QB Vendors.	Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Customers are already there, and you don't want them over-ridden by SF Accounts, you would select "Update Only".
Create new QB Vendor when	SF Account created SF Opportunity is in certain stage SF Account Custom field has certain value SF Opportunity Custom field has certain value SF Opportunity is Won Precisio Sales Order is in certain state Other	Select from pull-down menu to create new QB Customer at the Account or Opportunity level. If you select a SF custom field, you need to create it in either SF Accounts or SF Opportunities. Precisio Sales Order applies specifically to selecting the Precision OnDemand Inventory option on the Object Selection page.	
SF Opportunity Stage to create new QB Vendor		SF Custom field Opportunity Stage created/required to synchronize with the selection of "Create new QB Vendor when".	The defined stage to create a new customer in QB. Ex. "Closed Won".
SF Custom Field Name to create new QB Vendor		SF Custom field Name created/ required to synchronize with the selection of "Create new QB Vendor when".	If you selected the above "SF Opportunity Stage to create new QB Customer" you would not use this field.
SF Custom Field Value to create new QB Customer		SF Custom field Value created/	If you selected the above "SF

		required to synchronize with the selection of “Create new QB Customer when”.	Opportunity Stage to create new QB Customer” you would not use this field.
Merge new SF Accounts with existing QB Vendor	Do not merge Name/Phone/Address(no street) Name/Phone Name/Address(no street) Name Other	Select from pull-down menu to merge new SF Accounts with existing QB Vendors based on the following selections at the Account level.	The Merge feature allows you merge existing SF Accounts with existing QB Vendors that are selected on the parameters.
Fill QB Vendor Street Address with	As SF Account Name/Address First Name+Last Name/Name/Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Vendors Street Address with selections at the Account level.	SF Account format selection to populate QB Vendors Street Address.
Permitted sync operations from QB Vendors to SF Accounts	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from QB Vendors to SF Accounts.	The opposite the SF to QB sync above. Depending if you’re initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If SF Accounts are already there, and you don’t want them over-ridden by QB Customers, you would select “Update Only”.
Create/Update SF Account/ Contact when	QB Vendor created/modified QB Vendor field has certain value Other	Select from pull-down menu the operation you want performed to create/update the SF Account when.	
QB Field Name to create/ update SF Account		If QB “Customer Field has certain value” was selected above, enter the QB Field Name.	

QB Field Value to create/ update SF Account		If QB "Customer Field has certain value" was selected above, enter the QB Field Value.	Format is:
Merge new QB Vendors with existing SF Accounts	Do not merge Name/Phone/ Address(no street) Name/Phone Name/Address(no street) Name Other	Select from pull-down menu the operation you want performed to Merge new QB Vendors with existing SF Accounts.	The Merge feature allows you merge existing QB Vendors with existing SF Accounts that are selected on the parameters.
Create SF Contact Records	No Yes	Create a Salesforce Contact Record.	
SF Account field to QB Vendor custom mapping 1		Customer mapping field entries for any to any mapping – delineate groups with a semi-colon.	Format is:
SF Account field to QB Vendor custom mapping 2 (more mappings)		Customer mapping field entries for any to any mapping – delineate groups with a semi-colon	Format is: up to 10 additional fields may be mapped here.

3.1.5 SF Opportunity to QB Job

Smart Solutions **– SF Opportunity to QB Job**

Property Name	Property Value	Entry Description	Notes
Binding SF Custom Field with QB ListID		For each Solution, we bind primary/ secondary keys in each application to each other.	Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Opportunities, then Fields. Choose Opportunity Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to **QB**

			List ID. Is this correct?????
Binding criteria (optional)	None Name Name/Phone Name/Address(no street) Name/Phone/ Address(no street)	If you do not want to bind QB List ID with a SF Custom Field, other options are available to you via the pull-down menu.	
SF Opportunity Field with QB Job Name		You may create/ select a custom SF Opportunity Field that you want to sync with QB Job Name.	
Permitted sync operations from SF Opportunities to QB Jobs	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from SF Opportunities to QB Jobs.	Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Jobs are already there, and you don't want them over-ridden by SF Opportunities, you would select "Update Only".
Populate SF Billing Address to QB Job from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Billing Address from the Account or Opportunity Billing Address to the QB Job.	
Populate Shipping Address to QB Job from	Do not populate Account Shipping Address Opportunity Shipping Address (custom field)	Select from pull-down menu the operation you want performed to populate the Shipping Address	

	Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	from the Account or Opportunity Billing Address to the QB Job.	
Fill QB Job Billing Street Address with	As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to populate the QB Billing Street Address.	
Fill QB Job Shipping Street Address with	As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to populate the QB Shipping Street Address.	
QB Job Initial Status	None Pending Awarded In Progress Closed Not Awarded	Select from pull-down menu the status you want initially filled in – in the QB Job.	
SF Opportunity Field with QB Job Start Date		SF Custom field Name created/ required to synchronize with QB Job Start Date.	
SF Opportunity Field with QB Job Projected End Date		SF Custom field Name created/ required to synchronize with QB Job Projected End Date.	
SF Opportunity Field with QB Job Type		SF Custom field Name created/ required to synchronize with QB Job Type.	

SF Opportunity Field with QB Job Description		SF Custom field Name created/ required to synchronize with QB Job Description.	
SF Opportunity field to QB Job field custom mapping 1		SF Custom field Name created/ required to synchronize with QB Job Custom Field.	Custom fields allow you to enter a string of “from/to” fields delineated by a semi-colon “:” and then those filed combinations by a comma “,”. Format: up to 10 additional lines
SF Opportunity field to QB Job field custom mapping 2 (more mappings)		SF Custom field Name created/ required to synchronize with QB Job Custom Field.	Custom fields allow you to enter a string of “from/to” fields delineated by a semi-colon “:” and then those filed combinations by a comma “,”.
Permitted sync operations from QB Jobs to SF Opportunities	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from QB Jobs to SF Opportunities.	
Support for multiple identical line items required	No Yes	Select “Yes” if you want support for multiple identical items in QB.	Customers may choose to have multiple identical line items – for various reasons.

3.1.6 SF Opportunity to QB Purchase Order

Smart Solutions **– SF Opportunity to QB Purchase Order**

Property Name	Property Value	Entry Description	Notes
SF Opportunity Custom field with QB Purchase Order #		For each Solution, we bind primary/secondary keys in each application to each other.	Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left,

			select Opportunities, then Fields. Choose Opportunity Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB Purchase Order.
QB Purchase Order # is generated by	SF QB	Select SF or QB to determine which application will generate the QB Purchase Order #.	If you select QB, then any Sales Orders input by Accounting Opps will update SF (if you have chosen bi-directional at Object level).
Permitted sync operations from SF Opportunities to QB Purchase Orders	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from SF Opportunities to QB Purchase Orders.	Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Purchase Orders are already there, and you don't want them over-ridden by SF Opportunities, you would select "Update
Create new QB Purchase Order when	When SF Opportunity created SF Opportunity is in certain stage SF Opportunity Custom field has certain value SF Opportunity is Won Other	Select from pull-down menu the operation you want performed to create a new QB Purchase Order. If you select a SF Opportunity custom field, you need to create it SF Opportunities.	
SF Opportunity Stage to create new QB Purchase Order		The stage "value" that will trigger the creation of the new QB Purchase Order.	Select from the Account of Opportunity level.
SF Custom Field Name to create new QB Purchase Order		If QB "Create new QB Purchase Order when" was selected above, enter/create the SF Custom Field Name.	

SF Custom Field Value to create new QB Purchase Order		If QB “Create new QB Purchase Order when” was selected above, enter/create the SF Custom Field Value Name. ??????????	
Populate Vendor Address to QB Purchase Order from	Do not populate Account Billing Address Vendor Billing Address (custom field) Vendor Billing Address (custom field with name) Vendor Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Vendor from Billing Street Address with selections at the Account or Opportunity level.	Select from the Account or Opportunity level.
Populate Shipping Address to QB Purchase Order from	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Purchase Orders Shipping Street Address with selections at the Account or Opportunity level.	Select from the Account of Opportunity level.
Fill QB Purchase Order Billing Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to fill QB Purchase Order Billing Street Address with.	“As Is” in SF or a formatted selection.
Fill QB Purchase Order Shipping Street Address with	Do not fill As SF Source Name/Address First Name+Last	Select from pull-down menu the operation you want performed to create/ update to Fill QB	“As Is” in SF or a formatted selection.

	Name/Name/ Address First Name+Last Name/Address Other	Purchase Order Shipping Street Address with.	
Create QB Line Item Description from SF Product Line and Product ones using	Overwrite Concatenate	Select “Overwrite” or “Concatenate” OB Line Item Description field from the SF Product Line.	??????????????????????
Filtering SF Field Name for Purchase Order Operations		SF Custom field Filtering SF Field Name created/ required to synchronize with QB Purchase Order Operations.	??????????????????????
Filtering Value(s) for Purchase Order to be Printed		??????????????????????????????	??????????????????????
Filtering Value(s) for Purchase Order to be Emailed		?????????????????????????????	??????????????????????
Default Template for Purchase Order		Name of default template selected for Sales Order processing	
Permitted sync operations from QB Purchase Orders to SF Opportunities	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Purchase Orders to SF Opportunities.	Depending if you’re initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Jobs are already there, and you don’t want them over-ridden by SF Opportunities, you would select “Update Only”.
Create/Update SF Opportunity when	QB PO created/ modified QB PO field has certain value Other	Select from pull-down menu to create new SF Opportunity when.	
QB Field Name to create/ update SF Opportunity		QB Field Name to synchronize with the selection of “Create/ Update SF Opportunity	

		when”.	
QB Field Value to create/ update SF Opportunity		QB Field Value synchronize with the selection of “Create/ Update SF Opportunity when”.	
New SF Opportunity Stage			
Update SF Opportunity amounts with calculated QB Purchase Order amounts	Never For Line Items Only For Line Items and Total	Select from pull-down menu to update SF Opportunity amounts with the calculated QB Purchase Order amounts at line item level or line item and total at Opportunity level.	QB is a financial application, SF is a CRM. QB calculates line items and total for SO’s. You may bring over the updated actual (including tax, etc.) at line item and total level; if you have selected bi-directional).
Populate Vendor Address Change in QB Purchase Order to	Do not populate Account Vendor Address Opportunity Vendor Billing Address (custom field) Opportunity Vendor Billing Address (custom field with name) Opportunity Vendor Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Billing Address change from the Account or Opportunity Billing Address to the QB Purchase Order.	
Populate Shipping Address Change in QB Purchase Order to	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address	Select from pull-down menu the operation you want performed to populate the Shipping Address change in the Account or Opportunity Billing Address to the QB Purchase Order.	

	(custom field – all Primary Contact Mailing Address		
Expand SF Group Product after QB Group Item expanded	No Yes	???????????????????????????????Select "Yes" if you want support for multiple identical line items on the QB Purchase Order.	???????????????????????????????
Create opportunity without line items	No Yes		
Support for multiple identical line items required	No Yes	Select "Yes" if you want support for multiple identical line items on the QB Purchase Order.	Some customer may have a line item entry – ex. identical to the previous, but without a price (it may be a demo).
SF Opportunity Custom field with Vendor Name		SF Custom field Name created/required to synchronize with QB Vendor Name field.	
Include Opportunity Primary Contact Lookup	No Yes	Select "Yes" if you want to include Primary Contact lookup from Opportunity. This will overwrite Account/Contact Primary Contact.	
SF Opportunity Custom field with QB Purchase Order#		SF Custom field Name created/required to synchronize with QB Purchase Order #.	
QB Custom field for SF Opportunity Name		QB Custom field created/ required to synchronize with SF Opportunity Name above.	
SF Opportunity field to QB Custom field custom mapping 1		SF Custom field Name created/required to synchronize with QB Custom Field created/ required.	Ex. SF;QB – separate with a semi-colon ";". You may enter as many as you wish – separate with a comma ",".
SF Opportunity field to QB Custom field custom		SF Custom field Name created/required to	Ex. SF;QB – separate with a

mapping 2 (more mappings)		synchronize with QB Custom Field created/ required.	semi-colon ";". You may enter as many as you wish – separate with a comma ",".
SF Custom field for Purchase Order Terms		SF Custom field Name created/required to synchronize with QB Purchase Order Terms field.	
SF Custom field for Shipping Method		SF Custom field Name created/required to synchronize with QB Shipping Method field.	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB Class Field.	
SF Custom field for Created PO Number		SF Custom field Name created/required to synchronize with QB PO Number Field.	
SF Duplicate Prevention Field		???????????????????? ????????	?????????????????? ????????????
Fast Search for a Vendor		???????????????????? ????????	

3.1.7 SF Opportunity to QB Sales Order

Smart Solutions **– SF Opportunity to QB Sales Order**

Property Name	Property Value	Entry Description	Notes
SF Opportunity Custom field with QB Sales Order #		For each Solution, we bind primary/secondary keys in each application to each other.	Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Opportunities, then Fields. Choose Opportunity Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB

			Sales Order.
QB Sales Order # is generated by	SF QB	Select SF or QB to determine which application will generate the QB Sales Order #.	If you select QB, then any Sales Orders input by Accounting Opps will update SF (if you have chosen bi-directional at Object level).
Permitted sync operations from SF Opportunities to QB Sales Orders	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from SF Opportunities to QB Sales Orders.	Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Sales Orders are already there, and you don't want them over-ridden by SF Opportunities, you would select "Update
Create new QB Sales Order when	When SF Opportunity created SF Opportunity is in certain stage SF Opportunity Custom field has certain value SF Opportunity is Won Other	Select from pull-down menu the operation you want performed to create a new QB Sales Order. If you select a SF Opportunity custom field, you need to create it SF Opportunities.	
SF Opportunity Stage to create new QB Sales Order		The stage "value" that will trigger the creation of the new QB Sales Order.	Select from the Account of Opportunity level.
SF Custom Field Name to create new QB Sales Order		If QB "Create new QB Sales Order when" was selected above, enter/ create the SF Custom Field Name.	
SF Custom Field Value to create new QB Sales Order		If QB "Create new QB Sales Order when" was selected above, enter/ create the SF Custom Field Value Name. ??????????	

Dummy Shipping and Handling QB Sales Order Item Name		You have to put something – QB requires something.	
Use Dummy Shipping and Handling for Dummy Sales Order	No Yes	Select "Yes" if you want to use Dummy Shipping and Handling for QB Dummy Sales Orders.	
Populate Billing Address to QB Sales Order from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Sales Order from Billing Street Address with selections at the Account or Opportunity level.	Select from the Account or Opportunity level.
Populate Shipping Address to QB Sales Order from	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Sales Orders Shipping Street Address with selections at the Account or Opportunity level.	Select from the Account of Opportunity level.
Fill QB Sales Order Billing Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to fill QB Sales Order Billing Street Address with.	"As Is" in SF or a formatted selection.

Fill QB Sales Order Shipping Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to Fill QB Sales Order Shipping Street Address with.	"As Is" in SF or a formatted selection.
Create QB Line Item Description from SF Product Line and Product ones using	Overwrite Concatenate	Select "Overwrite" or "Concatenate" OB Line Item Description field from the SF Product Line.	??????????????????????
Filtering SF Field Name for Sales Order Operations		SF Custom field Filtering SF Field Name created/ required to synchronize with QB Sales Order Operations.	??????????????????????
Filtering Value(s) for Sales Order to be Printed		??????????????????????????????	??????????????????????
Filtering Value(s) for Sales Order to be Emailed		?????????????????????????????	??????????????????????
Default Template for Sales Order		Name of default template selected for Sales Order processing	
Permitted sync operations from QB Sales Orders to SF Opportunities	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Sales Orders to SF Opportunities.	Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Jobs are already there, and you don't want them over-ridden by SF Opportunities, you would select "Update Only".
Create/Update SF Opportunity when	QB SO created/ modified QB SO field has certain value Other	Select from pull-down menu to create new SF Opportunity when.	
QB Field Name to create/ update SF Opportunity		QB Field Name to synchronize with the	

		selection of “Create/ Update SF Opportunity when”.	
QB Field Value to create/ update SF Opportunity		QB Field Value synchronize with the selection of “Create/ Update SF Opportunity when”.	
New SF Opportunity Stage			
Update SF Opportunity amounts with calculated QB Sales Order amounts	Never For Line Items Only For Line Items and Total	Select from pull-down menu to update SF Opportunity amounts with the calculated QB Sales Order amounts at line item level or line item and total at Opportunity level.	QB is a financial application, SF is a CRM. QB calculates line items and total for SO’s. You may bring over the updated actual (including tax, etc.) at line item and total level; if you have selected bi-directional).
Populate Billing Address Change in QB Sales Order to	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Billing Address change from the Account or Opportunity Billing Address to the QB Sales Order.	
Populate Shipping Address Change in QB Sales Order to	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity	Select from pull-down menu the operation you want performed to populate the Shipping Address change in the Account or Opportunity Billing Address to the QB Sales Order.	

	Shipping Address (custom field – all Primary Contact Mailing Address		
Expand SF Group Product after QB Group Item expanded	No Yes	??????????????????????????????	??????????????????????????????
Create opportunity without line items	No Yes		
Support for multiple identical line items required	No Yes	Select “Yes” if you want support for multiple identical line items on the QB Sales Order.	Some customer may have a line item entry – ex. identical to the previous, but without a price (it may be a demo).
SF Opportunity Custom field with Remaining Balance		SF Custom field Name created/required to synchronize with QB Remaining Balance field.	
SF Opportunity Custom field with Customer/Job Name		SF Custom field Name created/required to synchronize with QB Customer/Job Name	
Include Opportunity Primary Contact Lookup	No Yes	Select “Yes” if you want to include Primary Contact lookup from Opportunity. This will overwrite Account/Contact Primary Contact.	
SF Opportunity Custom field with QB Purchase Order#		SF Custom field Name created/required to synchronize with QB Purchase Order #.	
SF Opportunity Custom field with QB Invoice#		SF Custom field Name created/required to synchronize with QB Invoice #.	
SF Opportunity Custom field with QB Sales Receipt#		SF Custom field Name created/required to synchronize with QB Sales Receipt #.	
SF Opportunity Custom field with QB Sales Order Date		SF Custom field Name created/required to synchronize with QB	

		Sales Order Date.	
QB Custom field for SF Opportunity Name		QB Custom field created/ required to synchronize with SF Opportunity Name above.	
SF Opportunity field to QB Custom field custom mapping 1		SF Custom field Name created/required to synchronize with QB Custom Field created/ required.	Ex. SF;QB – separate with a semi-colon ";". You may enter as many as you wish – separate with a comma ",".
SF Opportunity field to QB Custom field custom mapping 2 (more mappings)		SF Custom field Name created/required to synchronize with QB Custom Field created/ required.	Ex. SF;QB – separate with a semi-colon ";". You may enter as many as you wish – separate with a comma ",".
SF Opportunity Owner to QB Sales Rep mapping required	No Yes	Select "Yes" if you want to map the QB Sales Rep structure to the SF Opportunity Owner field created/required.	
SF Custom field for Sales Order Terms		SF Custom field Name created/required to synchronize with QB Sales Order Terms field.	
SF Custom field for Shipping Method		SF Custom field Name created/required to synchronize with QB Shipping Method field.	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB Class Field.	
SF Custom field for Created SO Number		SF Custom field Name created/required to synchronize with QB SO Number Field.	
SF Duplicate Prevention Field		????????????????????? ????????	????????????????? ????????????
Fast Search for a Customer		????????????????????? ????????	

3.1.8 SF Opportunity to QB Invoice

Smart Solutions **– SF Opportunity to QB Invoice**

Property Name	Property Value	Entry Description	Notes
SF Opportunity Custom field with QB Invoice#	SF field selected/ created to bind QB Customer List ID to.	For each Solution, we bind primary/secondary keys in each application to each other. Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Opportunities, then Fields. Choose Opportunity Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB Invoice **#.**	
QB Invoice # is generated by	SF QB	Select "QB" if you want QB Invoice #'s to be generated by QB.	
Permitted sync operations from SF Opportunities to QB Invoices	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from SF Opportunities to QB Invoices.	
Create new QB Invoice when	When SF Opportunity created SF Opportunity is in certain stage SF Opportunity Custom field has certain value SF Opportunity is Won Other	Select from pull-down menu the operation you want performed to create a new QB Invoice. If you select a SF Opportunity custom field, you need to create it SF Opportunities.	
SF Opportunity Stage to create new QB Invoice		The stage "value" that will trigger the creation of the new QB Invoice.???????????????	

		?????????	
SF Custom Field Name to create new QB Invoice		SF Custom Field Name to synchronize with the selection of “Create/ Update SF Invoice when”.	
SF Custom Field Value to create new QB Invoice		SF Custom Field Value synchronize with the selection of “Create/ Update QB Invoice when”.	
Skip SF Opportunity amounts when creating/updating QB Invoice	No Yes	Select “Yes” if you want to Skip SF Opportunity amounts when creating/ updating QB Invoice from SF to QB.	
Dummy Shipping and Handling QB Item Name	No Yes ????????? ????????????? ????????	Select “Yes” if you want to use Dummy Shipping and Handling for QB Dummy Invoice.	
Populate Billing Address to QB Invoice from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Invoice from Billing Street Address with selections at the Opportunity level.	
Populate Shipping Address to QB Invoice from	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity	Select from pull-down menu to fill QB Invoice from Shipping Street Address with selections at the Opportunity level.	

	Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address		
Fill QB Invoice Billing Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to fill QB Invoice Billing Street Address with.	
Fill QB Invoice Shipping Street Address with	Do not fill As SF Source First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to fill QB Invoice Shipping Street Address with.	
Create Pending Invoice	No Yes	Select "Yes" if you to create a QB Invoice with status "Pending".	
Create QB Line Item Description from SF Product Line and Product ones using	Overwrite Concatenate	Select "Overwrite" or "Concatenate" OB Line Item Description field from the SF Product Line.	
Filtering SF Field Name for Invoice Operations		??????????????????????????????	
Filtering Value(s) for Invoice to be Printed		?????????????????????????????	
Filtering Value(s) for Invoice to		?????????????????????	

be Emailed		???????	
Default Template for Invoice	Default Template selected for Opportunity processing		
Permitted sync operations from QB Invoices to SF Opportunities	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Invoices to SF Opportunities.	
Create/Update SF Opportunity when	QB Invoice created/ modified QB Invoice field has certain value Other	Select from pull-down menu to create new SF Opportunity when.	
QB Field Name to create/ update SF Opportunity		QB Field Name to synchronize with the selection of “Create/ Update SF Invoice when”.	
QB Field Value to create/ update SF Opportunity		QB Field Value synchronize with the selection of “Create/ Update SF Invoice when”.	
New SF Opportunity Stage	????????		
Update SF Opportunity amounts with calculated QB Invoice amounts	Never For Line Items Only For Line Items and Total	Select from pull-down menu to update SF Opportunity amounts with the calculated QB Invoice amounts at line item level or line item and total at Opportunity level.	
Populate Billing Address Change in QB Invoice to	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field	Select from pull-down menu the operation you want performed to populate the Billing Address change from the Account or Opportunity Billing Address to the QB Invoice.	

	with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address		
Populate Shipping Address Change in QB Invoice to	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Shipping Address change from the Account or Opportunity Billing Address to the QB Invoice.	
Expand SF Group Product after QB Group Item expanded	No Yes	??????????????????????????????	
Create opportunity without line items	No Yes	Select “Yes” if you want to Create an Opportunity without line items.	
Support for multiple identical line items required	No Yes	Select “Yes” if you want support for multiple identical line items on the QB Invoice.	
Copy Credit Memo to SF Custom Object	No Yes		
Copy Payment to SF Custom Object	No Yes		
SF Opportunity Custom field with Remaining Balance		SF Custom field Name created/required to synchronize with QB	

		Remaining Balance field.	
SF Opportunity Custom field with Customer/Job Name			
Include Opportunity Primary Contact Lookup	No Yes	Select “Yes” if you want to include Primary Contact lookup from Opportunity. This will overwrite Account/ Contact Primary Contact.	
SF Opportunity Custom field with QB Purchase Order#		SF Custom field Name created/required to synchronize with QB Purchase Order #.	
SF Opportunity Custom Checkbox Is Paid		SF Custom field Name created/required to synchronize with QB Checkbox is Paid field.	
SF Opportunity Custom field with QB Invoice Date		SF Custom field Name created/required to synchronize with QB Invoice Date.	
QB Custom field for SF Opportunity Name		QB Custom field created/ required to synchronize with SF Opportunity Name above.	
SF Opportunity field to QB Custom field custom mapping 1		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi	
SF Opportunity field to QB Custom field custom mapping 2		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi	
SF Opportunity Owner to QB Sales Rep mapping required	No Yes	Select “Yes” if you want to map the QB Sales Rep structure to the SF Opportunity Owner field created/required.	
SF Custom field for Invoice Terms		SF Custom field Name created/required to	

		synchronize with QB Invoice Terms field.	
SF Custom field for Shipping Method		SF Custom field Name created/required to synchronize with QB Shipping Method field.	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB Class Field.	
SF Custom field for Created Invoice Number		SF Custom field Name created/required to synchronize with QB Invoice Number.	
SF Duplicate Prevention Field		?????????????????????????????	
Fast Search for a Customer	No Yes		

3.1.9 SF Opportunity to QB Sales Receipt

Smart Solutions **– SF Opportunity to QB Sales Receipt**

Property Name	Property Value	Entry Description	Notes
SF Opportunity Custom field with QB Sales Receipt#	SF field selected/ created to bind QB Customer List ID to.	For each Solution, we bind primary/secondary keys in each application to each other. Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Opportunities, then Fields. Choose Opportunity Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB Sales Receipt **#.**	
QB Sales Receipt # is generated by	SF QB	Select “QB” if you want QB Sales Receipt #’s to be generated by QB.	
Permitted sync operations from SF Opportunities to QB	None Create and	Select from pull-down menu the synchronization	

Sales Receipts	Update Create Only Update Only	operation you want performed from SF Opportunities to QB Sales Receipts.	
Create new QB Sales Receipt when	When SF Opportunity created SF Opportunity is in certain stage SF Opportunity Custom field has certain value SF Opportunity is Won Other	Select from pull-down menu the operation you want performed to create a new QB Sales Receipt. If you select a SF Opportunity custom field, you need to create it in SF Opportunities.	
SF Opportunity Stage to create new QB Sales Receipt		The stage "value" that will trigger the creation of the new QB Sales Receipt..????????????? ????????	
SF Custom Field Name to create new QB Sales Receipt		SF Custom Field Name to synchronize with the selection of "Create/ Update SF Sales Receipt when".	
SF Custom Field Value to create new QB Sales Receipt		SF Custom Field Value synchronize with the selection of "Create/ Update QB Sales Receipt when".	
Dummy Shipping and Handling QB Item Name	????????????? ????????????? ????		
Populate Billing Address to QB Sales Receipt from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field -	Select from pull-down menu to fill QB Sales Receipt from Billing Street Address with selections at the Opportunity level.	

	all) Primary Contact Mailing Address		
Populate Shipping Address to QB Sales Receipt from	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Sales Receipt from Shipping Street Address with selections at the Opportunity level.	
Fill QB Sales Receipt Billing Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to fill QB Sales Receipt Billing Street Address with.	
Fill QB Sales Receipt Shipping Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/ update to fill QB Sales Receipt Shipping Street Address with.	
Create Pending Sales Receipt	No Yes	Select from pull-down menu if you wish to create QB Sales Receipts in pending status	
Create QB Line Item Description from SF Product Line and Product ones	Overwrite Concatenate	Select “Overwrite” or “Concatenate” OB Line Item Description field from	

using		the SF Product Line.	
Default Template for Sales Receipt	Default Template name selected for QB Sales Receipt processing		
Permitted sync operations from QB Sales Receipts to SF Opportunities	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Sales Receipts to SF Opportunities.	
Update SF Opportunity amounts with calculated QB Sales Receipt amounts	Never For Line Items Only For Line Items and Total	Select from pull-down menu to update SF Opportunity amounts with the calculated QB Sales Receipts amounts at line item level or line item and total at Opportunity level.	
Create/Update SF Opportunity when	QB SR created/ modified QB SR field has certain value Other	Select from pull-down menu to create new SF Opportunity when.	
QB Field Name to create/ update SF Opportunity		QB Field Name to synchronize with the selection of “Create/ Update SF Opportunity when”.	
QB Field Value to create/ update SF Opportunity		QB Field Value synchronize with the selection of “Create/ Update SF Opportunity when”.	
New SF Opportunity Stage			
Populate Billing Address Change in QB Sales Receipt to	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name)	Select from pull-down menu the operation you want performed to populate the Billing Address change from the Account or Opportunity Billing Address to the QB Sales Receipt.	

	Opportunity Billing Address (custom field - all) Primary Contact Mailing Address		
Populate Shipping Address Change in QB Sales Receipt to	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Shipping Address change from the Account or Opportunity Billing Address to the QB Sales Receipt.	
Expand SF Group Product after QB Group Item expanded	No Yes	???????????????????????????????	
Create opportunity without line items	No Yes		
Support for multiple identical line items required	No Yes	Select “Yes” if you want support for multiple identical line items on the QB Sales Receipt.	
SF Opportunity Custom field with OB Remaining Balance		SF Custom field Name created/required to synchronize with QB Remaining Balance field.	
SF Opportunity Custom field with Customer/Job Name			
Include Opportunity Primary Contact Lookup	No Yes	Select “Yes” if you want to include Primary Contact lookup from Opportunity. This will overwrite Account/Contact	

		Primary Contact.	
SF Opportunity Custom field with QB Purchase Order#		SF Custom field Name created/required to synchronize with QB Purchase Order #.	
SF Opportunity Custom field with QB Sales Receipt Date		SF Custom field Name created/required to synchronize with QB Sales Receipt Date.	
QB Custom field for SF Opportunity Name		QB Custom field Name created/required to synchronize with SF Opportunity.	
SF Opportunity field to QB Custom field custom mapping 1		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi-colon ";".	
SF Opportunity field to QB Custom field custom mapping 2 (more mappings)		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi-colon ";".	
SF Opportunity Owner to QB Sales Rep mapping required	No Yes	Select "Yes" if you want to map the QB Sales Rep structure to the SF Opportunity Owner field created/required.	
SF Custom field for Sales Receipt Terms		SF Custom field Name created/required to synchronize with QB Sales Receipt field.	
SF Custom field for Shipping Method		SF Custom field Name created/required to synchronize with QB Shipping Method field.	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB Class field.	

SF Custom field for Created SR Number		SF Custom field Name created/required to synchronize with QB Shipping Method field.	
SF Duplicate Prevention Field		???????????????????? ????????	
Fast Search for a Customer	No Yes		

3.1.10 SF Opportunity to QB Estimate

Smart Solutions **– SF Opportunity to QB Estimate**

Property Name	Property Value	Entry Description	Notes
SF Opportunity Custom field with QB Estimate#		For each Solution, we bind primary/secondary keys in each application to each other. Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Opportunities, then Fields. Choose Opportunity Name and copy/ past the API field name into Property Value. SF Accounts will now be bound to QB Sales Estimate **#.**	
QB Estimate # is generated by	SF QB	Select "QB" if you want QB Estimate #'s to be generated by QB.	
Permitted sync operations from SF Opportunities to QB Estimates	None Create and Update Create Update Only	Select from pull-down menu the synchronization operation you want performed from SF Opportunities to QB Estimates.	
Create new QB Estimate when	When SF Opportunity created SF Opportunity is in certain stage SF Opportunity	Select from pull-down menu the operation you want performed to create a new QB Sales Receipt. If you select a SF Opportunity custom field,	

	Custom field has certain value SF Opportunity is Won Other	you need to create it SF Estimates.	
SF Opportunity Stage to create new QB Estimate		The stage “value” that will trigger the creation of the new QB Estimate.??????????????????????	
SF Custom Field Name to create new QB Estimate		SF Custom Field Name to synchronize with the selection of “Create/ Update new QB Estimate when”.	
SF Custom Field Value to create new QB Estimate		SF Custom Field Value synchronize with the selection of “Create/ Update QB Estimate when”.	
Dummy Shipping and Handling QB Item Name	??????????????????????????????		
Populate Billing Address to QB Estimate from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill Estimate from Billing Street Address with selections at the Opportunity level.	
Fill QB Estimate Billing Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Estimate from Shipping Street Address with selections at the Opportunity level.	
Create QB Line Item	Overwrite	Select “Overwrite” or	

Description from SF Product Line and Product ones using	Concatenate	"Concatenate" OB Line Item Description field from the SF Product Line.	
Default Template for Estimate	Default Template selected for QB Estimate processing		
Permitted sync operations from QB Estimates to SF Opportunities	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Estimates to SF Opportunities.	
Create/Update SF Opportunity when	QB Estimate created/modified QB Estimate field has certain value Other	Select from pull-down menu to create new SF Opportunity when.	
QB Field Name to create/ update SF Opportunity		QB Field Name to synchronize with the selection of "Create/ Update SF Opportunity when".	
QB Field Value to create/ update SF Opportunity		QB Field Value synchronize with the selection of "Create/ Update SF Opportunity when".	
New SF Opportunity Stage			
Update SF Opportunity amounts with calculated QB Estimate amounts	Never For Line Items Only For Line Items and Total	Select from pull-down menu to update SF Opportunity amounts with the calculated QB Estimates amounts at line item level or line item and total at Opportunity level.	
Populate Billing Address Change in QB Estimate to	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom	Select from pull-down menu the operation you want performed to populate the Billing Address change from the Account or Opportunity Billing Address to the QB Estimate.	

	field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address		
Expand SF Group Product after QB Group Item expanded	No Yes	?????????????????????????????	
Create opportunity without line items	No Yes		
Support for multiple identical line items required	No Yes	Select “Yes” if you want support for multiple identical line items on the QB Estimate.	
Support for multiple identical line items required	No Yes		
SF Opportunity Custom field with Customer/Job Name		SF Custom field Name created/required to synchronize with QB Customer/Job Name field.	
SF Opportunity Custom field with QB Estimate Date		SF Custom field Name created/required to synchronize with QB Estimate Date field.	
QB Custom field for SF Opportunity Name		QB Custom field Name created/required to synchronize with SF Opportunity.	
SF Opportunity field to QB Custom field custom mapping		SF Custom Opportunity field created/required to synchronize with QB Custom field created/ required. This is a generic place holder.	
SF Opportunity field to QB Custom field custom mapping 1		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi-colon “;”.	
SF Opportunity field to QB		SF Custom field Name	

Custom field custom mapping 2		created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi-colon “;”.	
Include Opportunity Primary Contact Lookup	No Yes	Select “Yes” if you want to include the Opportunity Primary Contact lookup as an override.	
SF Opportunity Owner to QB Sales Rep mapping required	No Yes	Select “Yes” if you want to synchronize SF Opportunity Owner with QB Sales Rep Mapping.	
SF Custom field for Customer Terms		SF Custom field Name created/required to synchronize with QB Customer Terms field.	
SF Custom field for Shipping Method		SF Custom field Name created/required to synchronize with QB Shipping Method field.	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB Class field.	
SF Custom field for Created Estimate Number		SF Custom field Name created/required to synchronize with QB Created Estimate Number field.	
SF Duplicate Prevention Field		???????????????????? ????????	
Fast Search for a Customer			

3.1.11 SF Opportunity to QB Check

Smart Solutions **– SF Opportunity to QB Check**

Property Name	Property Value	Entry Description	Notes
SF Opportunity Custom Object for QB Commission Check			

SF Field with QB Commission Check#			
QB Commission Check # is generated by	SF QB	Select “QB” if you want QB Check #’s to be generated by QB.	
QB Bank Account Name to create commission QB Check			
QB GL Account Name to create commission QB Check			
SF Field Name for QB Commission Check Amount			
SF Field Name for QB Commission Check Date			
SF Field Name for QB Compensation Check Payee Reference			
Permitted sync operations from SF Opportunities to QB Checks	None Create and Update Create Update Only	Select from pull-down menu the synchronization operation you want performed from SF Opportunities to QB Checks.	
Create new QB Check when	When SF Opportunity created SF Opportunity is in certain stage SF Opportunity Custom field has certain value SF Opportunity is Won Other	Select from pull-down menu the operation you want performed to create a new QB Sales Check. If you select a SF Opportunity custom field, you need to create it SF Estimates.	
SF Opportunity Stage to create new QB Check		The stage “value” that will trigger the creation of the new QB Check.??????????????????????	
SF Custom Field Name to create new QB Check		SF Custom Field Name to synchronize with the selection of “Create/	

		Update new QB Check when".	
SF Custom Field Value to create new QB Check		SF Custom Field Value synchronize with the selection of "Create/ Update QB Check when".	
Populate Address to QB Check from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill Check from Billing Street Address with selections at the Opportunity level.	
Fill QB Check Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/ Address First Name+Last Name/Address Other	Select from pull-down menu to fill QB Check Address with selections at the Opportunity level.	
SF Opportunity field to QB Custom field custom mapping 1		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi-colon ";".	
SF Opportunity field to QB Custom field custom mapping 2		SF Custom field Name created/required to synchronize with QB Custom Field created/ required. Ex. SF;QB – separate with a semi-colon ";".	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB	

		Class field.	

3.1.12 QB Multiple Transaction Supported

Smart Solutions **– QB Multiple Transactions Support**

Property Name	Property Value	Entry Description	Notes
SF Opportunity field with Transaction Selection criterion		????????????????????????????	
Invoice Selection value		????????????????????????????	
Sales Receipt Selection value		????????????????????????????	
Estimate Selection value		????????????????????????????	
Bill Selection value		????????????????????????????	

3.1.13 SF Products to QB Items

Smart Solutions **– SF Product to QB Inventory Item**

Property Name	Property Value	Entry Description	Notes
Binding between SF Product and QB Inventory Item	Product Name - Item Name Product Name - Item SKU (custom) Product Code - Item SKU (custom) Product Code - Item Name Other	For each Solution, we bind primary/secondary keys in each application to each other. Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Products (Your Salesforce version must contain the Product option), then Fields. Choose Product Name and copy/ past the API field name into Property Value. SF Products will now be bound to QB	

		Inventory Item.	
Custom Object Name to create QB Item			
SF Product field containing Product Group Name		SF Product Field Name created/required to synchronize with QB Product Group Name field.	
SF Product field containing Item Name for sub-items		SF Product Field Name created/required to synchronize with QB Item Name for sub-items.	
SF Support for Inventory items cost required	No Yes	Select "Yes" if you want to use SF Support for Inventory Items Cost required.	
SF Support for Item weight required	No Yes	Select "Yes" if you want to use SF Support for Item weight required.	
Permitted sync operations from SF Products to QB Inventory Items	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from SF Products to QB Inventory Items.	
SF Product field to select QB Item Type		SF Product Field Name created/required to synchronize with QB Item Type.	
SF Product field to select QB Item Account		SF Product Field Name created/required to synchronize with QB Item Account.	
SF Product field to select QB Inventory Item COGS Account		SF Product Field Name created/required to synchronize with QB Inventory COGS Account.	
SF Product field value for Inventory Item Type		SF Product Field "Value" for QB Inventory Item Type.	
Default Income Account for Inventory Item Type		SF Product Default Income Account "Value" for QB Inventory Item Type.	

Default COGS Account for Inventory Item Type		SF Product Default COGS Account "Value" for QB Inventory Item Type.	
Default Asset Account for Inventory Item Type		SF Product Default Asset Account "Value" for QB Inventory Item Type.	
SF Product field value for Non-Inventory Item Type		SF Product Field Name created/required to synchronize with QB Non-Inventory Item Type.	
Default Account for Non-Inventory Item Type		SF Product Default Account "Value" for QB Non-Inventory Item Type.	
SF Product field value for Service Item Type		SF Product Field "Value" for QB Service Item Type.	
Default Account for Service Item Type		SF Product Default Account "Value" for QB Service Item Type.	
SF Product field value for Other Charge Item Type		SF Product Field "Value" for QB Other Charge Item Type.	
Default Account for Other Charge Item Type		SF Product Default Account "Value" for QB Other Charge Item Type.	
SF Product field value for Discount Item Type		SF Product Field "Value" for QB Discount Item Type.	
Default Account for Discount Item Type		SF Product Default Account "Value" for QB Discount Item Type.	
SF Support for Inventory items cost required	No Yes	Select "Yes" if you want to use SF Support for Inventory Items Cost required.	
Permitted sync operations from QB Inventory Items to SF Products	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Inventory Items to SF Products.	
QB Custom Field to QB Suppress Transaction		SF Custom Field Name created/required to synchronize with the QB	

		Suppress Transaction.	
Populate SF Product Code with	Do Not Populate Item Name Item Description Item SKU (custom)	Select from pull-down menu to populate the SF Product Code with selections at the QB Item level.	
Upload Inactive QB Items **(to what field?)**	No Yes	Select "Yes" if you want to upload Inactive QB Items to SF ?????????????????? ??????????	

3.1.14 Price Book and Company File

Smart Solutions **– SF Price Book**

Property Name	**Property Value**	**Entry Description**	**Notes**
SF Price Book Name		Enter SF Price Book name other than standard SF default Price Book	

Multiple QB Company Files Support

Property Name	Property Value	Entry Description	Notes
Number of QB Company Files		Enter number of QB Company Files SF will be integrating with. The number entered will generate the User ID and Password entries on the next page.	

3.1.15 SF / QB Credentials

Smart Solutions **– SF Credentials**

Property Name	Property Value	Entry Description	Notes
SF Integration User		Salesforce.com User Id – to allow authorized connection with Salesforce.	
SF Integration Password		Salesforce.com Password – to allow authorized connection with Salesforce.	
Confirm SF Integration Password		Confirmed Salesforce.com Password – to allow authorized connection with Salesforce.	

QB Credentials

Property Name	Property Value	Entry Description	Notes
QB Integration URL		QuickBooks Id – to allow authorized connection with QuickBooks.	
QB Integration User		QuickBooks Password – to allow authorized connection with QuickBooks.	
QB Integration Password/		QuickBooks Password –	

Token		to allow authorized connection with QuickBooks.	
Confirm QB Integration Password/Token		Confirmed QuickBooks Password – to allow authorized connection with QuickBooks.	

Other Properties

Property Name	Property Value	Entry Description	Notes
QB Version/Local	USA Canada Australia New Zealand South East Asia	Select from pull-down menu the version of QuickBooks you will integrating with.	
Environment to connect	Production A Production B Production C Production D Development	Select from pull-down menu the Environment version of QuickBooks you will integrate with. Speak with an InterWeave Solutions Specialist before selecting or moving an environment.	
Multi-currency support	Convert to base currency Propagate transaction currency		
Extended Connection Timeout required	No Yes	Select "Yes" if you to notify want to notify your admin in addition to your main User ID that you signed on with.	
Email Notification Mode	None Connection Failures Only After Every Error Connection Failures and Full Daily Report Connection Failures and Error Daily Report	Select from pull-down menu the action you would like upon a data or connection error determined by InterWeave.	

	Error Daily Report Only Full Daily Report Only		
Use Admin e-mail for Notification	No Yes	Select “Yes” if you to notify want to notify your admin in addition to your main User ID that you signed on with.	
CC Email Notification Addresses		Additional email notification to this address.	
BCC Email Notification Addresses		Blind additional email notification to this address.	
Hosting Provider Email Notification Addresses			
Stop Scheduled Transaction	Never After Every Connection Failure After Every Error	Select from pull-down menu the action you would like upon a data or connection error determined by InterWeave.	
Start time of sleep window		Start and Stop time Sleep Windows allow a customer to stop all flows to stop – and backups of QuickBooks to be executed. This is Start time in the following format hh: mm:ss	The syntax for the sleep window is 03:00:00. This entry would stop all flows starting at 3am.
End time of sleep window		Start and Stop time Sleep Windows allow a customer to stop all flows to stop – and backups of Quickbooks to be executed. This is Stop time in the following format hh: mm:ss	The syntax for the sleep window is 04:00:00. This entry would start all flows at 4am.
Time Zone Shift		If a customer is	

		hosting Quickbooks, and it is in a different time zone – enter the time zone here. The format is: ex. Est, cst, mst or pst.	

3.2 Ascent_Quickbooks Configuration Details

InterWeave **Smart** Solutions Portal

Salesforce(Ascent)_Quickbooks - Configuration Guide Definitions.

The **Inter**Weave **Smart** Solutions detail below relates to the **Salesforce(Ascent)_Quickbooks** Solution, organized at the Object level. An "Object" in Sales force would be an Account, Contact, Opportunity, Product, etc. An Object in Quickbooks would be a Customer, Invoice, Sales Order, Item, etc. The detail below provides the field level definition for fields in those objects.

3.2.1 Ascent Opportunity to QB Sales Order

Smart Solutions **– Ascent Opportunity to QB Sales Order**

Property Name	Property Value	Entry Description	Notes
Permitted sync operations from Ascent Sales Order to QB Sales Order	Create and Update Create Only Update Only		
Create new QB Sales Order when	When Ascent Sales Order Ascent Sales Order is in certain stage Ascent Sales Order Custom field has certain value Other	Select from pull-down menu the operation you want performed to create a new QB Sales Order. If you select a Ascent Sales Order custom field, you need to create it Ascent Sales Orders.	
Ascent Sales Order Status to create new QB Sales Order			
SF Field Value to create new QB Sales Order			
Dummy Shipping and Handling QB Sales Order Item Name			

Use Dummy Shipping and Handling for Dummy Sales Order	No Yes	Select "Yes" if you want to use Dummy Shipping and Handling for QB Dummy Sales Orders.	
Populate Billing Address to QB Sales Order from	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Sales Order from Billing Street Address with selections at the Account or Opportunity level.	Select from the Account or Opportunity level.
Populate Shipping Address to QB Sales Order from	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu to fill QB Sales Orders Shipping Street Address with selections at the Account or Opportunity level.	Select from the Account of Opportunity level.
Fill QB Sales Order Billing Street Address with	Do not fill As SF Source Name/Address First Name+Last Name/Name/Address First Name+Last Name/Address Other	Select from pull-down menu the operation you want performed to create/update to fill QB Sales Order Billing Street Address with.	"As Is" in SF or a formatted selection.
Fill QB Sales Order Shipping Street Address with	Do not fill As SF Source Name/Address First Name+Last	Select from pull-down menu the operation you want performed to create/update to Fill QB Sales	"As Is" in SF or a formatted selection.

	Name/Name/ Address First Name+Last Name/Address Other	Order Shipping Street Address with.	
Filtering SF Field Name for Sales Order Operations		SF Custom field Filtering SF Field Name created/ required to synchronize with QB Sales Order Operations.	??????????????????????
Filtering Value(s) for Sales Order to be Printed		??????????????????????????????	??????????????????????
Filtering Value(s) for Sales Order to be Emailed		?????????????????????????????	??????????????????????
Default Template for Sales Order		Name of default template selected for Sales Order processing	
Permitted sync operations from QB Sales Orders to Ascent Sales Orders	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Sales Orders to Ascent Sales Orders.	Depending if you're initializing either SF or QB, or just one of them is new – you may decide on these functions. Ex. If QB Sales Orders are already there, and you don't want them over-ridden by Ascent Sales Orders, you would select "Update Only".
Create/Update Ascent Sales Order when	QB SO created/ modified QB SO field has certain value Other	Select from pull-down menu to create new Ascent Sales Order.	
QB Field Name to create/ update Ascent Sales Order		QB Field Name to synchronize with the selection of "Create/ Update SF Opportunity when".	
QB Field Value to create/ update Ascent Sales Order		QB Field Value synchronize with the selection of "Create/ Update SF Opportunity	

		when”.	
New SF Sales Order Status			
Update Ascent Sales Order amounts with calculated QB Sales Order amounts	Never For Line Items Only For Line Items and Total	Select from pull-down menu to update Ascent Sales Order amounts with the calculated QB Sales Order amounts at line item level or line item and total at Opportunity level.	QB is a financial application, SF is a CRM. QB calculates line items and total for SO’s. You may bring over the updated actual (including tax, etc.) at line item and total level; if you have selected bi-directional).
Populate Billing Address Change in QB Sales Order to	Do not populate Account Billing Address Opportunity Billing Address (custom field) Opportunity Billing Address (custom field with name) Opportunity Billing Address (custom field - all) Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Billing Address change from the Account or Opportunity Billing Address to the QB Sales Order.	
Populate Shipping Address Change in QB Sales Order to	Do not populate Account Shipping Address Opportunity Shipping Address (custom field) Opportunity Shipping Address (custom field with name) Opportunity Shipping Address (custom field – all Primary Contact Mailing Address	Select from pull-down menu the operation you want performed to populate the Shipping Address change in the Account or Opportunity Billing Address to the QB Sales Order.	
Expand SF Group Product after QB Group Item expanded	No Yes	????????????????????? ??????????	????????????????? ??????????????

Support for multiple identical line items required	No Yes	Select "Yes" if you want support for multiple identical line items on the QB Sales Order.	Some customer may have a line item entry – ex. identical to the previous, but without a price (it may be a demo).
Ascent Sales Order Custom field with Remaining Balance		Ascent Sales Order Custom field Name created/required to synchronize with QB Remaining Balance field.	
Ascent Sales Order field to QB Custom field custom mapping 1		Ascent Sales Order Custom field Name created/required to synchronize with QB Custom Field created/ required.	Ex. Ascent;QB – separate with a semi-colon ";". You may enter as many as you wish – separate with a comma ",".
Ascent Sales Order field to QB Custom field custom mapping 2 (more mappings)		Ascent Sales Order Custom field Name created/required to synchronize with QB Custom Field created/ required.	Ex. Ascent;QB – separate with a semi-colon ";". You may enter as many as you wish – separate with a comma ",As".
Ascent Sales Order to QB Sales Rep mapping required	No Yes	Select "Yes" if you want to map the QB Sales Rep structure to the SF Opportunity Owner field created/required.	
SF Custom field for Class		SF Custom field Name created/required to synchronize with QB Class Field.	
SF Custom field for Created SO Number		SF Custom field Name created/required to synchronize with QB SO Number Field.	
SF Duplicate Prevention Field		????????????????????? ????????	????????????????? ????????????
Create/Update Pending Invoice Automatically when Invoice Line is created	No Yes	Select "Yes" if you want to create an Invoice in Pending status automatically.	

Fast Search for a Customer	No Yes	???????????????????? ????????	

3.2.2 Ascent Items to QB Items

Smart Solutions **– Ascent Items to QB Items**

Property Name	Property Value	Entry Description	Notes
Binding between Ascent Item and QB Inventory Item	Ascent Name - Item Name Ascent Name - Item SKU (custom) Ascent Code - Item SKU (custom) Ascent Code - Item Name Other	For each Solution, we bind primary/secondary keys in each application to each other. Sign-in to your Salesforce account, choose Setup at the top, select App Setup on the left, select Ascent Item (Your Salesforce version must contain the Product option), then Fields. Choose Ascent Item Name and copy/ past the API field name into Property Value. SF Ascent Items will now be bound to QB Inventory Item**.**	
Ascent Item field containing Item Name for sub-item			
Permitted sync operations from Ascent Items to QB Inventory Items	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from Ascent Items to QB Inventory Items.	
Ascent Item field to select QB Item Type		Ascent Item Field Name created/required to synchronize with QB Item Type.	
Ascent Item field value for Inventory Item Type		Ascent Item Field Name created/required to synchronize with QB Item Account.	
Ascent Item field value for Non-Inventory Item Type		Ascent Item Field Name created/required to synchronize with QB Non-	

		Inventory Item Type.	
Ascent Item field value for Service Item Type		Ascent Item Field "Value" for QB Service Item Type.	
Ascent Item Field for Other Charge Item Type		Ascent Item Field "Value" for QB Other Charge Item Type.	
Ascent Item Field value for Discount Item Type		Ascent Item Field "Value" for QB Discount Item Type.	
Permitted sync operations from QB Inventory Items to Ascent Items	None Create and Update Create Only Update Only	Select from pull-down menu synchronization options from QB Inventory Items to Ascent Items.	
Default Location			
Default Item Group			
Default Unit of Measure			
QB Custom Field to Suppress Transaction		QB Custom Field Name created/required to suppress transaction.	
Upload Inactive QB Items **(to what field?)**	No Yes	Select "Yes" if you want to upload Inactive QB Items to SF ?????????????????????????????	

3.2.3 Ascent Item, Price Book and Company File

Smart Solutions **– SF Price Book**

Property Name	Property Value	Entry Description	Notes
SF Price Book Name		Enter SF Price Book name other than standard SF default Price Book	

Multiple QB Company Files Support

Property Name	Property Value	Entry Description	Notes
Number of QB Company Files		Enter number of QB Company Files SF will be integrating with. The number entered will generate the User ID and Password entries on the next page.	

Section IV

4 Integration Manager Process Guide

Integration Manager Process Guide - General Overview

The Transaction Flow ID's correspond to the transaction definitions that you have configured. Clicking on the transaction will open up a properties page at the bottom of the screen where login credentials, data set names, drivers, order numbers and Solutions numbers can be set for a transaction prior to running it. All transaction properties must be set correctly before running the transaction.

Generally, the default settings should suffice for any given transaction. Only order number or Solutions number ranges should be changed by the user without a **Smart** Solutions Specialist assistance. Change the property and click SUBMIT. The properties are now set.

To change the transaction's run time behavior (start/stop, setting up scheduled or single run, interval between starts, shift (time lag between transaction start and execution), Query Start time, and Page counter, simply select the option or enter the value and click SUBMIT.

4.1 Salesforce_Quickbooks Solution

See detail areas below.

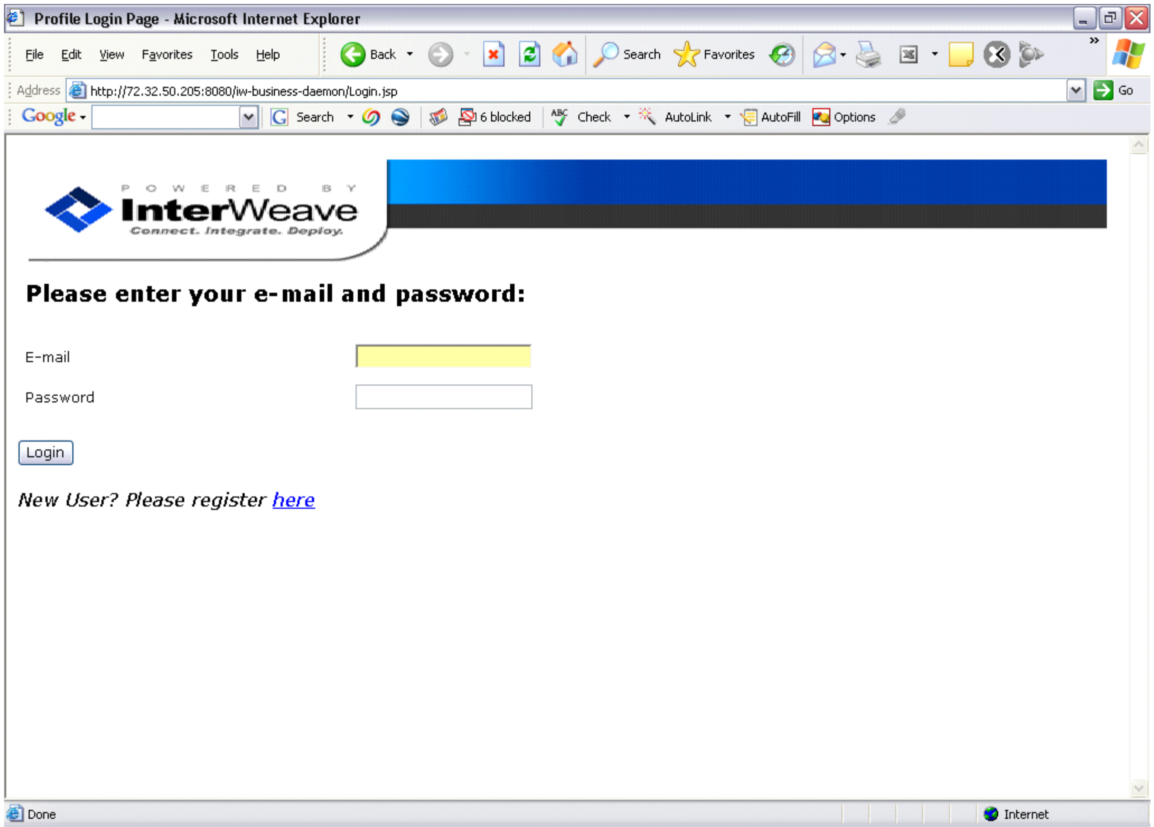
4.1.1 User Creation and Receipt of Token

(Under Build)

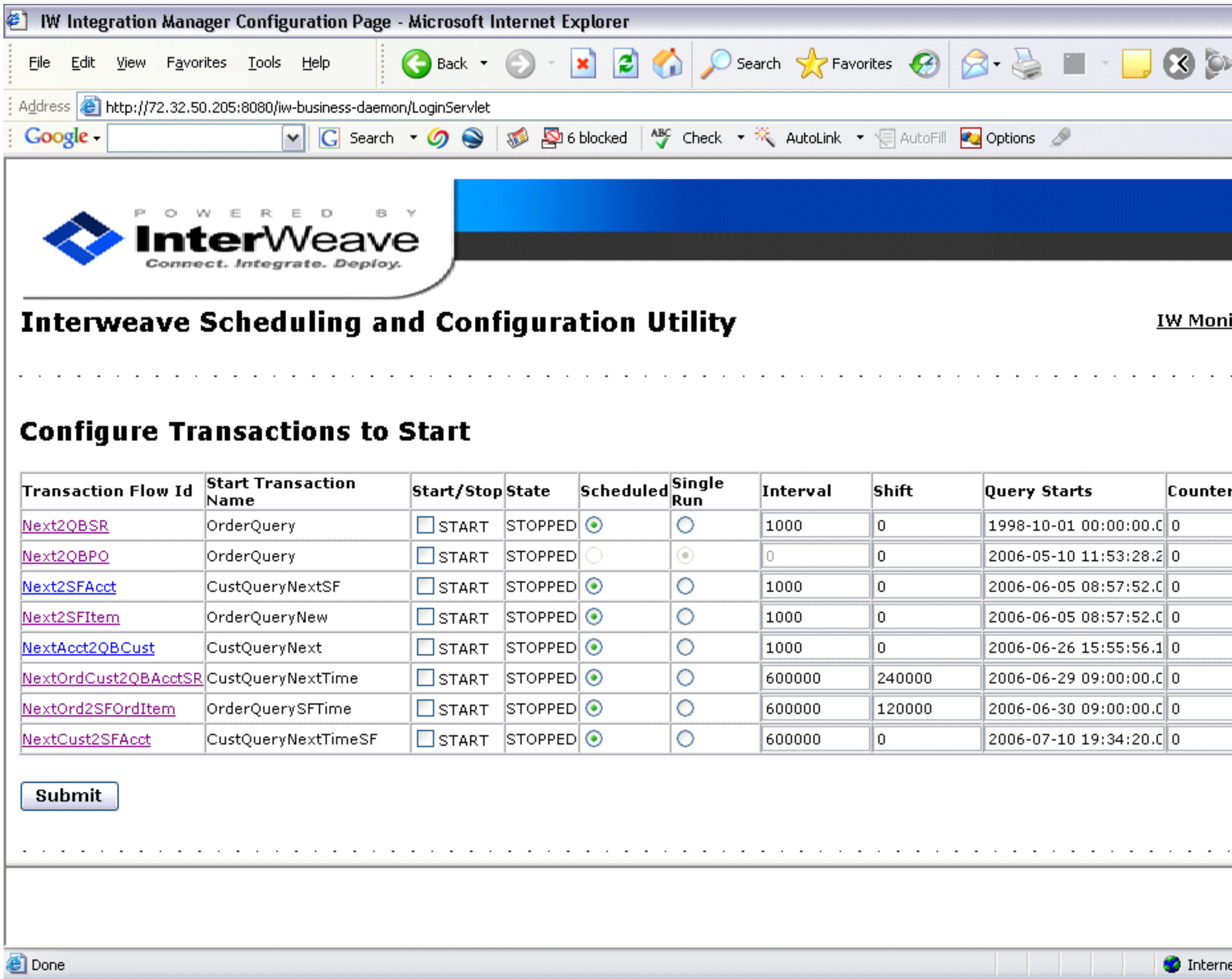
4.1.2 Setting and Scheduling your Transactions

Setting and Scheduling your transactions using the Integration Manager

Executing your transactions is done through the InterWeave Solutions Portal which launches after you login to the InterWeave Solutions Portal. After you have completed your initial configuration and logged in – your Flows will appear in the Integration Manager.



Logging In: Select "Secure Portal Login" at www.interweave.biz. This will bring you to the InterWeave Solutions Portal. Enter your email and password and a page similar to the one above will load:



Transaction Flow Id	Start Transaction Name	Start/Stop	State	Scheduled	Single Run	Interval	Shift	Query Starts	Counter
Next2QBSR	OrderQuery	START	STOPPED			1000	0	1998-10-01 00:00:00.0	0
Next2QBPO	OrderQuery	START	STOPPED			0	0	2006-05-10 11:53:28.2	0
Next2SFAcct	CustQueryNextSF	START	STOPPED			1000	0	2006-06-05 08:57:52.0	0
Next2SFItem	OrderQueryNew	START	STOPPED			1000	0	2006-06-05 08:57:52.0	0
NextAcct2QBCust	CustQueryNext	START	STOPPED			1000	0	2006-06-26 15:55:56.1	0
NextOrdCust2QBAcctSR	CustQueryNextTime	START	STOPPED			600000	240000	2006-06-29 09:00:00.0	0
NextOrd2SFOrdItem	OrderQuerySFTime	START	STOPPED			600000	120000	2006-06-30 09:00:00.0	0
NextCust2SFAcct	CustQueryNextTimeSF	START	STOPPED			600000	0	2006-07-10 19:34:20.0	0

General Overview: The Transaction Flow ID's correspond to the transaction definitions that you have configured. Clicking on the transaction will open up a properties page at the bottom of the screen where login credentials, data set names, drivers, order numbers and Solutions numbers can be set for a transaction prior to running it. All transaction properties must be set correctly before running the transaction. Generally, the default settings should suffice for any given transaction. Only order number or Solutions number ranges should be changed by the user without an **Inter**Weave Solutions Specialist assistance. Change the property and click SUBMIT. The properties are now set. To change the transaction's run time behavior (start/stop, setting up scheduled or single run, interval between starts, shift (time lag between transaction start and execution), Query Start time, and Page counter, simply select the option or enter the value and click SUBMIT.

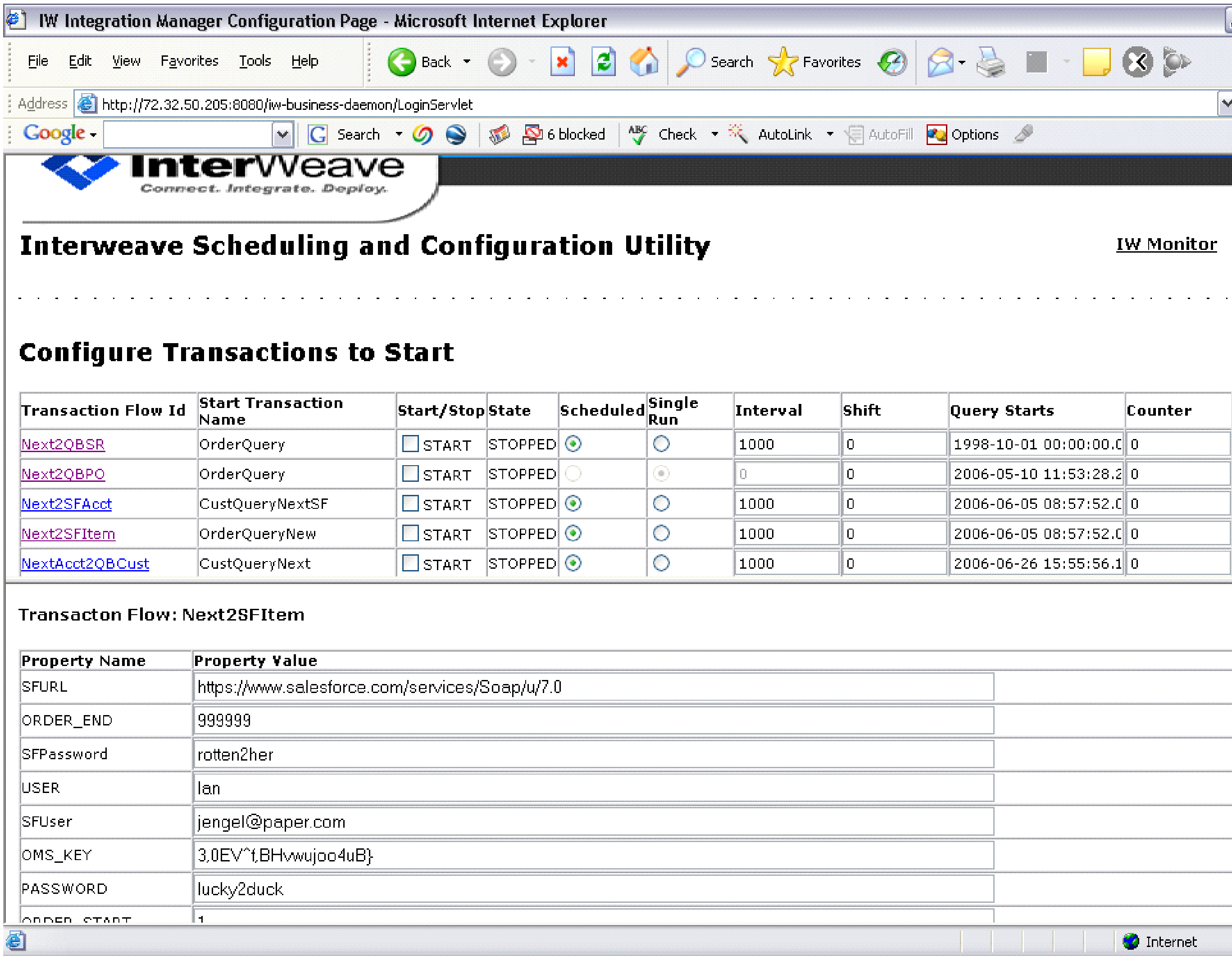
4.1.3 Managing your Transactions

Setting up a Transaction

To setup your transaction, enter a date and time in the Query Starts column (You must enter a start time in the Query Starts column, in the following format (yyyy-mm-dd hh:mm:ss.s.), set the counter to '1', enter an interval value in milliseconds (60000 milliseconds equals one minute), and enter a shift in milliseconds if desired.

Shift means the length of time the system will wait before starting the transaction. For example a shift value of 120000 will instruct the system to wait for 2 minutes after the start command is given before processing the transaction. This is useful when you have several dependent transactions running in scheduled mode and need to run one or more transactions before others.

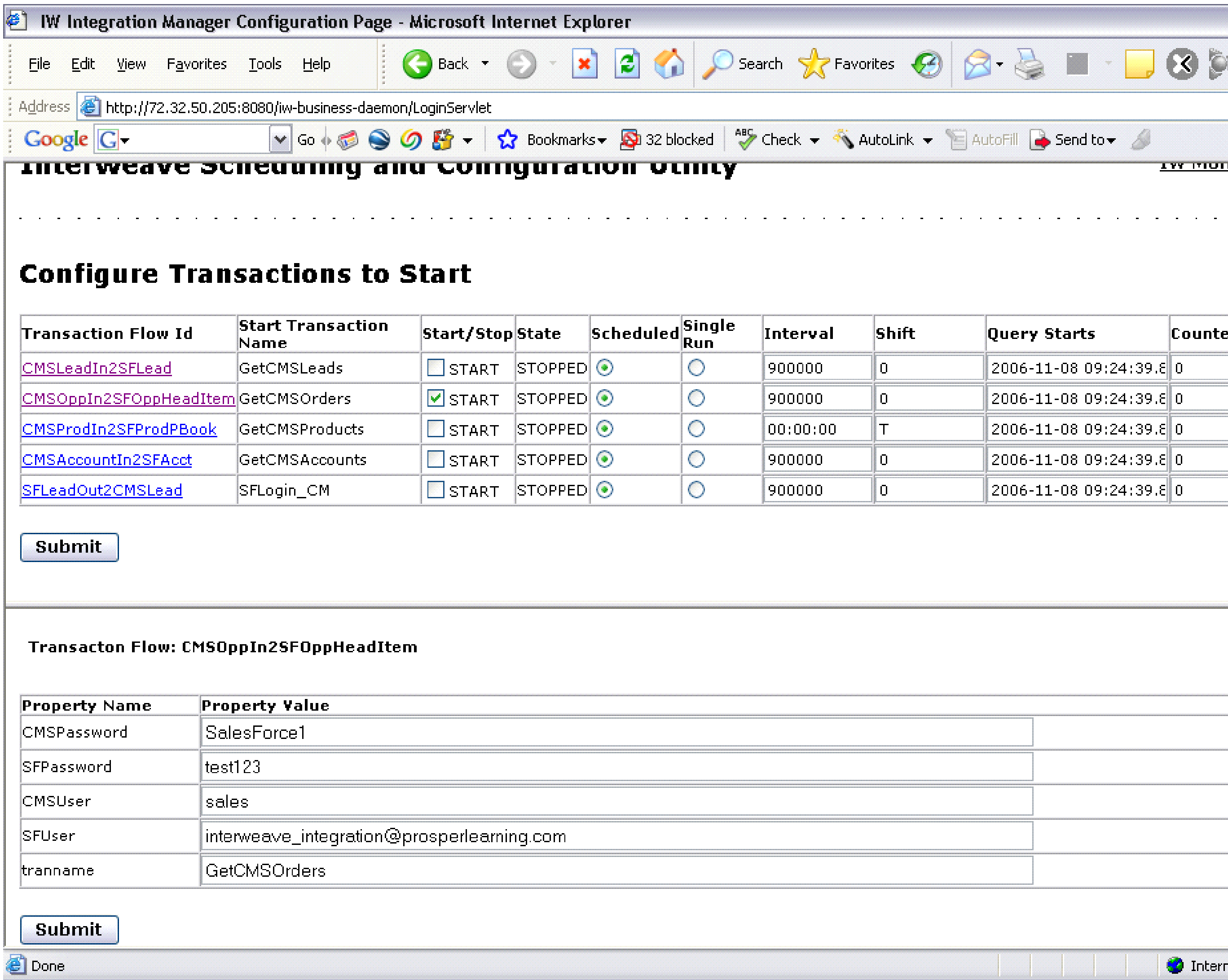
After entering your values, select the START checkbox and click ‘SUBMIT’.



Changing a Transaction

In the example below, the shift was changed from 0 to 1000 milliseconds, and the counter was set to ‘1’. By selecting Start and clicking SUBMIT, the Next2SFItem transaction will run in scheduled mode for orders between 1 and 999999 , with a 1 second interval between transaction starts and a shift or lag of 1 second after the transaction starts.

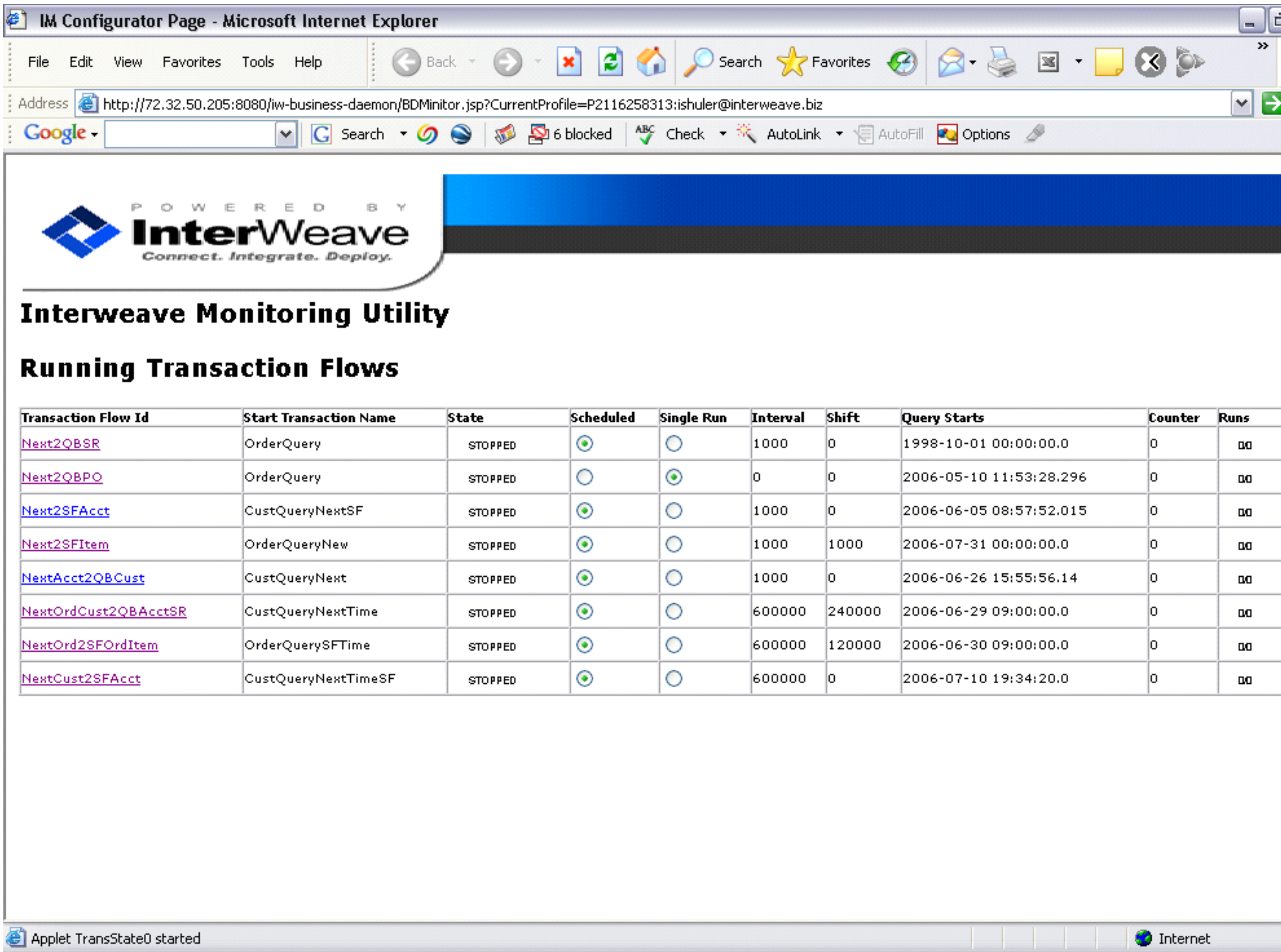
To change the properties of a running transaction you must first shut it down then change the properties. Transactions with a value in the Shift column must first “wake-up” from their wait mode then run. After the transaction has finished, you can then re-start it with the new parameters.



Monitoring your Transactions

If you wish to see the status of transaction initiated from your login profile, select the IW Monitor link in the top right-hand corner of the screen. A new window will open and you will see the status of all transactions assigned to you and that you have initiated. If you did not start a transaction, all statuses will be shown as stopped.

The IW Monitor screen looks like the one above. You can check this screen prior to stopping or altering any of the transactions you have access to.



Transaction Flow Id	Start Transaction Name	State	Scheduled	Single Run	Interval	Shift	Query Starts	Counter	Runs
Next2QBSR	OrderQuery	STOPPED			1000	0	1998-10-01 00:00:00.0	0	
Next2QBPO	OrderQuery	STOPPED			0	0	2006-05-10 11:53:28.296	0	
Next2SFAcct	CustQueryNextSF	STOPPED			1000	0	2006-06-05 08:57:52.015	0	
Next2SFItem	OrderQueryNew	STOPPED			1000	1000	2006-07-31 00:00:00.0	0	
NextAcct2QBCust	CustQueryNext	STOPPED			1000	0	2006-06-26 15:55:56.14	0	
NextOrdCust2QBAcctSR	CustQueryNextTime	STOPPED			600000	240000	2006-06-29 09:00:00.0	0	
NextOrd2SFOrdItem	OrderQuerySFTime	STOPPED			600000	120000	2006-06-30 09:00:00.0	0	
NextCust2SFAcct	CustQueryNextTimeSF	STOPPED			600000	0	2006-07-10 19:34:20.0	0	

4.2 InterWeave Transaction Definition and Execution Overview

InterWeave Transaction Definition and Execution Overview for Customer

The Customers solution contains 10 primary transaction flows. This document provides the transaction definition, execution process and best practice recommendations for those transaction flows.

There are two types of **Inter**Weave Flows; Scheduled and Utility. Flows typically are at object level, i.e. SF Account to QB Solutions, or SF Opportunity to QB Invoice. In the Utility category, we have additional sub-categories by Name, Full Name or Date Range.

InterWeave has additional flows; ex. ETL or Bulk Load flows – these are specialized flows and will be discussed in a later document. Below is a description of both the Utility and Scheduled flows Customer is using. If at any time you have a question as to what flow sequence should be, setting of scheduled transaction timings or running a "catch-up" flow by date, please do no hesitate to contact an **Inter**Weave Support Specialist at support@interweave.com or at one of our contact numbers.

During the initial test phase only column three flows should be run – Utility Flows (One object by Name or Full Name). These are organized uni-directional for test purposes.

Flow Category	Customer Scheduled Flows	Utility Flows (One Object by Name or Full Name)	Utility Flows (Batch of Objects by Date Range)
SF to QB Flows			
Accounts		SFAcct2QBCustN	SFAcct2QBCustDR
Opportunities	SFAcctOpp2QBCustInv	SFOpp2QBInvN	SFOpp2QBInvDR
QB to SF Flows			
Solutions		QBCust2SFAcctNF	QBCust2SFAcctDR
Invoices	QBCustInvoices2SFAcctOpp	QBInvoices2SFAcctOppN	QBInvoices2SFAcctOppDR
IT Reserved Flows	SFAcct2QBCustBind	SFAcct2QBCustBindN	
Disabled Flows	((SFAcctOppQBCustInv))	((QBCust2SFAcctN))	

4.3 Salesforce to Quickbooks Transactions

Enter topic text here.

4.3.1 Utility Transactions

Utility Transactions

Customer's Utility Transactions (Name of Full Name) are based on SF Account/Opportunity and QB Solutions/Invoice fields.

Name Utility Transactions

SFAcct2QBCustN	**Creates new and updates existing Customers in QB from SF Accounts based on (the Name entered) or the primary/secondary keys selected in the ISP user configurations.**

Description: This flow will query SF Accounts based on the single SF Account ID(or Name) entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

SFOpp2QBInvN	**Creates new and updates existing Invoices in QB from SF Opportunities based on (the Name entered) or the primary/ secondary keys selected in the ISP user configurations.**

Description: This flow will query SF Opportunities based on the single SF Opportunity ID (or Name) entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

QBCust2SFAcctNF	**Creates new and updates existing SF Accounts from Customers in QB from based on (the Full Name entered) or the primary/ secondary keys selected in the ISP user configurations.**

Description: This flow will query QB Solutions based on the single SF Account ID (or Full Name) entered in the Integration Manager Console for insertion or updating into SF Accounts. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

QBInvoices2SFAcctOppN	**Creates new and updates existing SF Accounts/Opportunities from Invoices in QB based (the Name entered) and on the primary/secondary keys selected in the ISP user configurations.**

Description: This flow will query QB Invoices based on the single QB Invoice ID (or Name) entered in the Integration Manager Console for insertion or updating into SF Accounts and Opportunities. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

4.3.2 Date Range Utility Transactions

Date Range Utility Transactions

SFAcct2QBCustDR	**Creates new and updates existing Customers in QB from SF Accounts based on (the Date Range) and the primary/secondary keys selected in the ISP user configurations.**

Description: This flow will query SF Accounts based on the Date Range entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

SFOpp2QBInvDR	**Creates new and updates existing Invoices in QB from SF Opportunities based on (the Date Range) and the primary/ secondary keys selected in the ISP user configurations.**

Description: This flow will query SF Opportunities on the Date Range entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

QBCust2SFAcctDR	**Creates new and updates existing SF Accounts from Customers in QB from based on (the Date Range) and the primary/secondary keys selected in the ISP user configurations.**

Description: This flow will query QB Solutions on the Date Range entered in the Integration Manager Console for insertion or updating into SF Accounts. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

QBInvoices2SFAcctOppDR	**Creates new and updates existing SF Accounts/Opportunities from Invoices in from QB based on (the Date Range) and the primary/ secondary keys selected in the ISP user configurations.**

Description: This flow will query QB Invoices on the Date Range entered in the Integration Manager Console for insertion or updating into SF Accounts and Opportunities. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

4.3.3 Scheduled Transactions

Scheduled Transactions

There are 2 scheduled transaction flows: SFAcctOpp2QBCustInv and QBCustInvoices2SFAcctOpp.

Currently, these 2 transaction flows run every 10 minutes as a default setting in the Integration Manager. Access to the Integration Manager is by pointing your browser to: www.interweave.biz and then selecting Secure Portal Login and entering your credentials.

These flows provide the near-time synchronization of data between Salesforce.com (SF) and the Solutions QuickBooks (QB). The descriptions are as follows:

SFAcctOpp2QBCustInv	**Creates new and updates existing Customers and Invoices in QB from SF Accounts and Opportunities based on the primary/**

secondary keys selected and configuration selections in the ISP.

This transaction flow executes 2 queries against QB every ten minutes and populates QB with the results.

An SF Account query is run to look for new and modified Account records. If found, these records are inserted into QB as new Customers, or if they already exist, are updated with new information. The query is based on the Last Updated Date/Time value the SF Account records hold. All Account records whose last updated date/time is less than or equal to the time the transaction starts are captured for processing.

An Opportunity query is also run using the same criteria as the Account query, last update date/time. Records returned from the Opportunity query are inserted into QB as an Invoice or updates to existing Invoice record.

Best Practices: As stated above, this is a scheduled transaction executing 4 operations (2 in SF, 2 in QB) every 10 minutes. In the event this transaction/connection stops in Salesforce.com, the Integration Manager at Rackspace or the Solutions Quickbooks, the transaction will need to be re-started from the time showing in the Query Starts column of the Integration Manager for this Flow. This date/time value should never be greater than 12 hours earlier than the current time. If there is a need to capture records for a period of time greater than 12 hours, the Bulk/ETL transactions should be used as the volume of data will exceed the threshold this transaction was designed for.

In general, scheduled transactions are not to be altered or restarted unless absolutely required due to system or transaction failure or stoppage.

This flow provides the near-time synchronization of data between the Solutions QuickBooks (QB) and Salesforce.com (SF). The descriptions are as follows:

QBCustInvoices2SFAcctOpp	**Creates new and updates existing Accounts and Opportunities in Salesforce from Customers and Invoices in Quickbooks based on the primary/secondary keys selected and configuration selections in the ISP.**

This transaction flow executes 2 queries against QB every ten minutes and populates SF with the results.

A QB Solutions query is run to look for new and modified Solutions records. If found, these records are inserted into SF as new Accounts, or if they already exist, are updated with new information. The query is based on the Last Updated Date/Time value the QB Solutions records hold. All Solutions records whose last updated date/time is less than or equal to the time the transaction starts are captured for processing.

An Invoice query is also run using the same criteria as the Solutions query, last update date/time. Records returned from the Invoice query are inserted into SF as an Opportunity or updates to existing Opportunity record.

Best Practices: As stated above, this is a scheduled transaction executing 4 operations (2 in QB, 2 in SF) every 10 minutes. In the event this transaction/connection stops in Salesforce.com, the Integration Manager at Rackspace or the Solutions Quickbooks, the transaction will need to be re-started from the time showing in the Query Starts column of the Integration Manager for this Flow. This date/time value should never be greater than 12 hours earlier than the current time. If there is a need to capture records for a period of time greater than 12 hours, the Bulk/ETL transactions should be used as the volume of data will exceed the threshold this transaction was designed for.

In general, scheduled transactions are not to be altered or restarted unless absolutely required due to system or transaction failure or stoppage.

Section V

5 Common Error Messages

Smart Solutions allow customers to configure complete integration Solutions between "Best of Breed" applications at Object level, uni or bi-directionally. Whether you looking to integrate Salesforce.com to Quickbooks, ACCPAC, Oracle or MAS, or eCommerce to Inventory to Databases or Web Services - **Inter**Weave has the configurable Solutions for you.

The very essence of integrating "Best of Breed" applications - creates the possibility of errors from multiple applications.

This chapter contains the following sections:

- Connection Errors - General
- **Smart** Solution Issued Errors
- Quickbooks Issued Errors
- QODBC Issued Errors

5.1 Error Messages

Please see detail below.

5.1.1 Quickbooks, IBIZ connector & your Domian

Connection Failures in your Microsoft and Quickbooks Environment

These are multiple possible reasons for Quickbooks connection failures in your environment. Whereas excellent progress has been made in Quickbooks and Flex Quarter's QODBC software driver - there still are significant obstacles relating to integration. Possible reasons are:

Networking changes

If you have made changes to your external IP address, internal IP address of your QB server, Router changes (Port forwarding etc., these may effect your integration settings.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Quickbooks is locked by some pop-up

Pop up's will cause connection disruption, i.e., registration request, upgrade request, backup request, sometimes reminder etc.

Action: Suppress pop-ups in Quickbooks

Quickbooks is locked by some operation that requires exclusive access to a company file

If your running on-line banking, back-up's, etc., you need to stop your Transformation Flows when you do these types of activities.

Action: Restart your Transformation Flows when your done with other activities.

Quickbooks is locked by some other integration application operation that requires exclusive access to a company file

If your running other integration applications - this may cause a conflict.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Quickbooks is running in single-user mode or under the same user that used for integration

Correct setting for integration is multiple-user mode.

Action: Consider buying/assigning a separate Quickbooks Client License for integration only if problem persist.

Connector is not running

Check the IBizQ Remote Connector (icon typically at bottom right of your desktop)Select Logging tab to see if running.

Action: Start Connector, re-start flows.

More then one connector is running

Check the IBizQ Remote Connector (icon typically at bottom right of your desktop)Select Logging tab to see if running.

Action: Stop both connectors - start correct one.

Windows registry changes that affected connector settings

If changes have been done to your Windows Registry, this may effect your connection settings.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Company file moved to other location.

If your Quickbooks Company file has been moved, you need to update the location of the file in the Integration Manager Configuration.

Action: Contact support@interweave.biz to setup a new file location.

Company file configuration changed

If your Quickbooks Company file has changed, this change has to be addressed in the Solution.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Other (Windows) issues:

Windows XP, Service Pack 2 is recommended; it is a stable operating environment. Vista is not recommended and not supported. First choice must be Windows Server 2003 then Windows XP but Service Pack must be 3.

Windows can update and reboot but nobody is logged in so connector is not running. ITX auto-user approach fixes this but other Windows problems can lock the server

5.2 InterWeave Issued Errors

There are various **Smart** Solutions issued Error Messages.

Connection and Data are the two primary causes. The most common are**:**

"ERROR XmlsqParams.statement" - a Parameter Statement error

Example Message: The following Error occurred during the execution of the Transaction Flow SFLeadOut2CMSLead_2008-05-15 18:58:01.027 IW 2.4 TS SFLeadOut2CMSLead_ERROR XmlsqParams.statement

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow SFLeadOut2CMSLead	An error has occurred in the execution of the Transaction Flow SFLeadOut2CMSLead (moving data from SF Leads to CSM Leads (in this case a MSSQL Database)).
2008-05-15	Date of the Transaction Flow 05/15/2008
18:58:01.027	Time of the Transaction Flow 18:58:01.027 (this is the 24 hour clock time - 6:58pm our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
SFLeadOut2CMSLead_ERROR XmlsqParams.statement	This is error statement for the executed flow SFLeadOut2CMSLead
Description/Comments	The most common cause is encoding errors. There are several basic approaches to solving this: escaping problematic characters ("<" becomes "<", "&" becomes "&", etc.), escaping entire blocks of text with CDATA sections, or putting an encoding declaration at the start of the feed. Another common error is the inclusion of whitespace characters (spaces, tabs, newlines) before the XML Declaration. If an XML Declaration is included, it must be the first thing in the document
Corrective Action	There is most likely a special character in the Saleforce Lead that is not accepted by MSSQL database. These typically include: ! @ # $ % ^ & * + { } [ ] ? > < - look in the SF Lead record and correct. The correct SF Lead will be picked up in the next run of the Flow.

"ERROR - ProcessDataMap Error Connection Failed" -Process Map Data Error

Example Message: The following Error occurred during the execution of the Transaction Flow QBItem2SFProd:2008-05-09 10:18:29.03 IW 2.4 TS QBItem2SFProd ERROR - ProcessDataMap Error Connection Failed --]

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow QBItem2SFProd	An error has occurred in the execution of the Transaction Flow QBItem2SFProd (moving data from QB Items to SF Products.
2008-05-09	Date of the Transaction Flow 05/09/2008
10:18:29.03	Time of the Transaction Flow 10:18:29 (this is the 24 hour clock time - 10:18 am our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
QBItem2SFProd ERROR - ProcessDataMap Error Connection Failed	This is error statement for the executed flow QBItem2SFProd
	ProcessData Map is when a record in being inserted into the MSSQL database and an error occurs. Connection Failed means the connection was severed or disrupted at the start of or during the record insertion.
Corrective Action	Check your connection status to QuickBooks. If your Quickbooks is hosted, call your provider to restart connection.

.

"ERROR - ProcessDataMap Error Connection Failed" -Connection timed out:

Example Message: The following Error occured during the execution of the Transaction Flow SFAcct2QBCust:
2009-02-07 01:12:54.829 IW 2.4 TS SFAcct2QBCust ERROR execute Transaction Connection timed out: connect Connection timed out: connect

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow SFAcct2QBCust	An error has occurred in the execution of the Transaction Flow SFAcct2QBCust (moving data from SF Accounts to QB Customer.
2009-02-07	Date of the Transaction Flow 02/09/2007
01:12:54.829	Time of the Transaction Flow 01:12:54.829 (this is the 24 hour

	clock time - 01:12 am our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
SFAcct2QBCust ERROR - ProcessDataMap Error Connection Failed	This is error statement for the executed flow SFAcct2QBCust
	ProcessData Map is when a record in being inserted into the MSSQL database and an error occurs. Connection Failed means the connection was severed or disrupted during the record insertion.
Corrective Action	Check your connection status to QuickBooks. If your Quickbooks is hosted, call your provider to restart connection.

"XmlSql.go Connection Failed" - a Connection error

Example Message: The following Connection Error occurred during the execution of the Transaction Flow QBCustInvoices2SFAcctOpp 2008-04-18 19:28:18.686 IW 2.4 TS QBCustInvoices2SFAcctOpp ERROR - XmlSql.go Connection Failed

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow QBCustInvoices2SFAcctOpp	An error has occurred in the execution of the Transaction Flow QBCustInvoices2SFAcctOppt (moving data from QB Customers/Invoices to SF Accounts/ Opportunities.
2008-04-18	Date of the Transaction Flow 04/18/2008
19:28:18.686	Time of the Transaction Flow 19:29:18.686 (this is the 24 hour clock time - 07:28 pm our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
QBCustInvoices2SFAcctOpp ERROR - XmlSql.go Connection Failed	This is error statement for the executed flow QBCustInvoices2SFAcctOpp
	XmlSql.go is an XML process statement which now has the QB Customer/Invoice information and is now trying to write to the Salesforce.com database (or is this trying to access the QODBC driver which is trying to access the QB Company file.
Corrective Action	Check your connection status to QuickBooks. If your Quickbooks is hosted, call your provider to restart connection.

"You have an error in your SQL syntax" - SQL Syntax error

Example Message: You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near 'ALEXANDRIA', lead.state='VA', lead.country=country.countryid, lead.zipcode='2231' at line 1

Error Message Content Components	Description/Comments
You have an error in your SQL syntax;ALEXANDRIA', lead.state='VA', lead.country=country.countryid, lead.zipcode='2231' at line 1	The following Error occurred during the execution of an SQL instruction when we were trying to add ALEXANDRIA', lead.state='VA', lead.country=country.countryid, lead.zipcode='2231' at line 1 to the QB Company file.
	There is a syntax error caused by the data in this record. Look for any special characters in your Salesforce.com record, correct and this will be automatically created in the next run.
Corrective Action	Check the data in this Salesforce.com record; something is not correct

"ERROR - execute Transaction Connection reset" - Transaction Connection Reset error

Example Message: The following Error occurred during the execution of the Transaction Flow SFAcctOpp2QBCustSO:2008-05-09 00:34:17.896 IW 2.4 TS SFAcctOpp2QBCustSO ERROR - execute Transaction Connection reset

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow SFAcctOpp2QBCustSO	An error has occurred in the execution of the Transaction Flow SFAcctOpp2QBCustSO (moving data from SF Accounts/Opportunities to QB Customer/ Sales Order.
2008-05-09	Date of the Transaction Flow 05/09/2008
00:34:17.896	Time of the Transaction Flow 00:34:17.896 (this is the 24 hour clock time - 12:34 pm our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
SFAcctOpp2QBCustSO ERROR - execute Transaction Connection reset	This is error statement for the executed flow SFAcctOpp2QBCustSO
	XmlSql.go is an XML process statement which now has the QB Customer/Invoice information and is now trying to write to the Salesforce.com database (or is this trying to access the QODBC driver which is trying to access the QB Company file.
Corrective Action	Check your connection status to QuickBooks. If your Quickbooks is hosted, call your provider to restart connection.

"ERROR - execute Transaction no protocol" - **No Protocol error**

Example Message: The following Connection Error occurred during the execution of the Transaction Flow SFAcctOpp2QBCustInv:2008-05-12 09:15:04.005 IW 2.4 TS SFAcctOpp2QBCustInv ERROR - execute Transaction no protocol:

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow SFAcctOpp2QBCustInv	An error has occurred in the execution of the Transaction Flow SFAcctOpp2QBCustInv (moving data from SF Accounts/Opportunities to QB Customer/ Invoice.
2008-05-12	Date of the Transaction Flow 05/12/2008
09:15:04.005	Time of the Transaction Flow 09:15:04.005 (this is the 24 hour clock time - 09:15 am our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
SFAcctOpp2QBCustInv ERROR - execute Transaction no protocol:	This is error statement for the executed flow SFAcctOpp2QBCustInv
	This is an Apex error when the flow is trying to connect with Salesforce.com
Corrective Action	Please contact support@interweave.biz

"ERROR IWXsltcImpl.execute No more DTM IDs are available- **No DTM ID's available**

Example Message: The following Error occured during the execution of the Transaction Flow QBCustInvoices2SFAcctOpp:2009-02-06 13:17:58.048 IW 2.4 TS QBCustInvoices2SFAcctOpp ERROR IWXsltcImpl.execute No more DTM IDs are available

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow QBCustInvoices2SFAcctOpp	An error has occurred in the execution of the Transaction Flow QBCustInvoices2SFAcctOpp (moving data from QB Customer/Invoice to SF Account/ Opportunities.
2009-02-06	Date of the Transaction Flow 02/06/2009
13:17:58.048	Time of the Transaction Flow 13:17:58.048 (this is the 24 hour clock time - 01:17 pm our time)
IW 2.4 TS	InterWeave Version running on Terminal Server - version 2.4
QBCustInvoices2SFAcctOpp ERROR IWXsltcImpl.execute No more DTM IDs are available	Documented Bug in Xerses/Xalan xslt processor. When several invoices have 20 - 30 lines - this is when it happens.
	We have applied the fix and this should not occur.
Corrective Action	Please contact support@interweave.biz

"Scheduled CMS Lead to SF transaction flow was not executed" - Not running Utility Flows for Volume Loads error

Example Message: Scheduled CMS Lead to SF transaction flow was not executed at '2008-01-14 17:02:33.0' due to a big number of objects imported into CMS and skipped one interval. Utility flow was started to process objects within this interval.

Error Message Content Components	Description/Comments
The following Error occurred during the execution of the Transaction Flow CMSLeadtoSFLead	An error has occurred in the execution of the Transaction Flow CMSLeadtoSFLead (moving data from CMS Leads (MSSQL database) to SF Leads.
2008-01-14	Date of the Transaction Flow 01/14/2008
17:02:33.0	Time of the Transaction Flow 17:02:33.0 (this is the 24 hour clock time - 05:02 pm our time)
Scheduled CMS Lead to SF transaction flow was not executed at '2008-01-14 17:02:33.0' due to a big number of objects imported into CMS and skipped one interval.	The size of the number of objects have exceed scheduled processing flow standards.
Corrective Action	With this size batch, run the corresponding Utility Flow

5.3 Quickbooks Issued Errors

The following are Quickbooks Errors - generated by Quickbooks.

QB Error Code	Description	OB Internet Address to Locate QB Errors
h200 Series Error		
Errors: "H101," "H202," "H303," and "H505"	When opening a company file in multi-user mode, an error occurs indicating one of the following:	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1005295
6000 Series Errors with Text		
Error -6190, -83	"QuickBooks was unable to open the	http://support.quickbooks.intuit.com/

	company file."	support/pages// KnowledgeBaseArticles/1007857
Error 6189	"QuickBooks is unable to determine the cause of the error on the local file" when opening the company file	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1003293
Error -6177, 0	"QuickBooks is attempting to open this Company file."	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/192a1556
Error -6190, -82	"QuickBooks was unable to open the file [path\filename] on the host" when opening a file on a Windows Server	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1008500
Error -6000, -301	"An error occurred when QuickBooks tried to access the company file"	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1000464
Error -6000, -83	"An error occurred when QuickBooks tried to access the company file"	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1001970
Error -6123, 0	"Connection to the QuickBooks company file has been lost" when opening a company file stored on another computer	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1000677
6000 Errors with no text		
Errors: "-6189, -82" and "-6000, -301"	"-6189, -82" and "-6000, -301" when opening company file on network attached storage (NAS) or USB drive	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1009399
Error [-6123, 0]	occurs when opening QuickBooks in multi-user mode	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1002928
Error: "-6189, -82"	when opening QuickBooks	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1002590
1000 Series Errors		
Error 1335	"The cabinet file [data1.cab] required for this installation is corrupt and cannot be used" or "The cabinet file [2] required for this installation cannot be used."	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/373510
Error 1328	"1328" sometimes followed by Error: "1603" when installing an update	http://support.quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1009215
Error 1327	"The drive [drive letter] is invalid"	http://support.quickbooks.intuit.com/

		support/pages//KnowledgeBaseArticles/ca9a9910
Error 1334	"The file [filename] cannot be installed because it cannot be found in the cabinet file [filename]."	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/8eed39d4
Error 1321	"The Installer has insufficient privileges to modify the file [2]"	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1000286
Error 1311	"Source file not found (filename). Verify that the file exists and that you can access it."	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1000285
Error 1303	"Installer has insufficient privileges to access this directory. [path to directory]"	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1003307
Error 1328	"Error when applying patch to file"	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1000665
Error numbers greater than 10,000		
Error 15240	"HRESULT XXXXX The payroll update did not complete successfully" or "HRESULT XXXXX The QuickBooks update did not complete successfully"	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/68a2e94e
Error 15270	"The update did not complete successfully. The update is missing a file."	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/69a5663a
Errors: "15103, 15104, 15105, 15106, and 15107"	"15103, 15104, 15105, 15106, and 15107" when installing an update	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/76c0a48f
Error 99937	"Connection Lost" when opening a company file stored on a Novell Netware Server	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/56343a2b
Error: 80070057	"80070057 the parameter is incorrect" and "You do not have sufficient permissions to delete files..."	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1004251

Error 16026	when downloading an update	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1005703
Errors: 12002, 12007, 12009, 12029, or 12031	when updating QuickBooks	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/202736

Data Integrity

Error C=342	When attempting to open a company file	http://support.quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1005549

5.4 QODBC Issued Errors

QODBC is the Software Connector / Software Driver that **Inter**Weave connects to - and that Quickbooks connects to.

Error Code Information for QODBC

Note: Each qbXML response message called by QODBC can include three status attributes: statusCode, statusSeverity, and statusMessage.

statusSeverity

General Description

statusSeverity - General meaning of codes in this range

Detail Descritpion

0-499 INFO - QuickBooks processed the request and has returned data in the remainder of the message.

500-999 WARNING - QuickBooks processed the request and has returned data in the remainder of the message, but the results might not be consistent with what you expected.

1000-1999 ERROR - A general error has occurred, and no data is returned.

2000-2999 ERROR - This request is not supported for QuickBooks, and no data is returned.

3000-3099 ERROR - A format error has occurred, and no data is returned.

3100-9099 ERROR - Some other error has occurred, and no data is returned.

9100-9199 ERROR - A macro-related error has occurred, and no data is returned.

QODBC is OEM'd by Quickbooks - it is part of your Quickbooks installation if you have version 2006 and up.

QODBC Error Code	QODBC Error Code Description	QODBC Error Message	English Translation
0	The QuickBooks server processed the request successfully	Status OK	
1	No match	The filters used in the query request did not return any matching objects from QuickBooks.	
500	One or more objects cannot be found. The query request has not been fully completed.	There was a required element ("fieldValue") that could not be found in QuickBooks.	
501	Object not in this qbXML specification	Unable to represent objectName "fieldValue" in this version of the qbXML spec.	
510	Object cannot be returned	Unable to return object.	
530	Unsupported field	The field "fieldName" is not supported by this implementation.	
531	Unsupported enum value	The enum value "fieldValue" in the field "fieldName" is not supported by this implementation.	
550	Cannot save notes	The objectName object was saved successfully, but its corresponding Notes record could not be saved.	
560	Deprecated field used	This field will not always be supported.	
570	Cannot link to transaction	Unable to link to transaction "fieldValue" because it has already been closed.	
600	No cleared state to return (For error recovery; no message is returned.)	There has been an internal error when processing the request.	
1000	Internal error	There has been an internal error when processing the request.	
1010	System not available	System not available	
1030	Unsupported message	This request is not supported by this implementation.	
3000	Invalid object ID	The given object ID "fieldValue" in the field "fieldName" is invalid.	Object ID is the Salesforce Account Number. List ID is the QuickBooks Customer ID.

			Customer is missing in QuickBooks
3010	Invalid Boolean	There was an error when converting the boolean value "fieldValue" in the field "fieldName"	
3020	Invalid date	There was an error when converting the date value "fieldValue" in the field "fieldName"	
3031	Invalid string range	The "From" or "To" values in the provided fieldName are invalid.	
3035	Invalid time interval	There was an error when converting the time interval "fieldValue" in the field "fieldName"	
3040	Invalid amount	There was an error when converting the amount "fieldValue" in the field "fieldName"	
3045	Invalid price	There was an error when converting the price "fieldValue" in the field "fieldName"	
3050	Invalid percentage	There was an error when converting the percent "fieldValue" in the field "fieldName"	
3060	Invalid quantity	There was an error when converting the quantity "fieldValue" in the field "fieldName"	
3065	Invalid GUID	here was an error when converting the GUID value "fieldValue" in the field "fieldName"	
3070	String too long	The string "fieldValue" in the field "fieldName" is too long.	
3080	Invalid string	The string "fieldValue" is invalid.	
3085	Invalid number	There was an error when converting the number "fieldValue" in the field "fieldName"	
3090	Invalid object name	There was an error when storing "fieldValue" in the "fieldName" field.	
3100	Name is not unique	The name "fieldValue" of the list element is already in use.	ListID is the QuickBooks Customer ID. This would create a duplicate.
3101	Resulting amount too large	Multiplying the rate and the quantity results in an amount that exceeds the maximum allowable amount.	
3120	Object not found	Object "fieldValue" specified in the request cannot be found.	
3121	OwnerID not found	Data Extension Definitions specified by OwnerID fieldValue not found for this object type.	
3130	Parent reference not found	There is an invalid reference to a parent "fieldValue" in the objectName list.	
3140	Reference not found	There is an invalid reference to QuickBooks fieldName "fieldValue" in the objectName.	
3150	Missing required element	There is a missing element "fieldName."	
3151	Invalid element for request	Cannot use the element "fieldName" in this request.	
3152	Invalid enum value for	The enumerated value "fieldValue" may not	

	this request	be used in the element "fieldName" in this request.
3153	Element conflict in request	This error is returned whenever there is a conflict in the elements in the request. Each element has valid value, but their combination becomes invalid.
3160	Object cannot be deleted	Cannot delete the object specified by the id = "fieldValue."
3161	Cannot delete before closing date	An attempt was made to delete a fieldValue with a date that is on or before the closing date of the company. If you are sure you really want to do this, please ask a user with Admin privileges to remove the password for editing transactions on or before to closing date (this setting is in the Accounting Company Preferences), then try again.
3162	Not allowed in multi-user mode	This operation is not allowed in multi-user mode.
3170	Object cannot be modified	There was an error when modifying a fieldValue.
3171	Cannot modify before closing date	An attempt was made to modify a fieldValue with a date that is on or before the closing date of the company. If you are sure you really want to do this, please ask a user with Admin privileges to remove the password for editing transactions on or before to closing date (this setting is in the Accounting Company Preferences), then try again.
3172	Cannot modify prior to last condense	An attempt was made to modify a fieldValue with a date that is on or before the last inventory condensed date
3173	Related object deleted or modified	The related fieldName transaction object fieldValue was deleted or modified.
3175	Object is in use	There was an error adding, modifying or deleting fieldValue because it is already in use.
3176	Related object is in use	The related fieldName transaction object fieldValue is already in use." // "specified by the ID" is appended to fieldValue if necessary.
3177	Duplicate AppliedToTxn IDs	The transaction object "fieldValue" may only be provided once in this request.
3180	Object cannot be added	There was an error when saving a fieldValue.
3185	Object cannot be voided	Cannot void the object specified by the id = "fieldValue"
3190	Cannot clear required element	Cannot clear the element in the fieldName field
3200	Outdated edit	The provided edit sequence "fieldValue" is

	sequence	out-of-date.
3205	Invalid address	There was an error when composing an address in "fieldValue"
3210	Other validation error	The "fieldName" field has an invalid value "fieldValue
3220	Not authorized operation	There is no permission to perform this request, or the feature has been turned off in QuickBooks.
3231	Status unprocessed	The request has not been processed.
3240	Time creation mismatch	Object "fieldValue" specified in the request cannot be found.
3250	Feature not enabled	This feature is not enabled or not available in this version of QuickBooks.
3260	Insufficient permissions	Insufficient permission level to perform this action
3261	Application has no sensitive data permission	The integrated application has no permission to access sensitive data.
3262	Requires payroll subscription	In order to complete this request, the company data file has to be subscribed to the Intuit Payroll Service.
3263	Not authorized for write access	This request cannot be completed because the integrated application had requested read-only access. Have the integrated application request read/write access, and have the QuickBooks administrator grant this access.
3270	Missing posting account	Missing posting account.
3290	Item line out of order	The line items in the request are in a different order than the line items in the transaction.
3300	Cannot open requested window	Could not open the requested objectName form or window.
3301	Not allowed in unattended mode	Cannot perform this request unless an interactive QuickBooks user is logged in
3310	Unknown employee time status.	Failed to save the Time Tracking transaction. The employee "fieldValue" provided in the TimeTrackingAdd request has the checkbox "Use time data to create paychecks" set to the Unknown state. Have your application ask the user whether or not to set time tracking for this employee. Then issue an EmployeeMod request to set this option to either True or False. If True, activities will be transferred to paychecks.
3320	Could not create report	The required report could not be generated.
3330	Invalid GUID for request	Cannot use the value "fieldValue" in the "fieldName" field in this request.
3340	Not allowed in data	This request cannot be processed from

	event callback	within a data event callback procedure.
3350	Custom field list is full	The value or values provided for AssignToObject or RemoveFromObject may not be used for public data extension requests.
3252	Not allowed to reuse custom field	The data extension named "fieldValue" was previously defined with a different, incompatible AssignToObject. Unable to use the AssignToObject type in this request.
3360	Callback app cannot be verified	The callback application cannot be found from the CLSID or ProgID provided in the subscription request.
9001	Invalid checksum (For error recovery; no message is returned.)	
9002	No stored response found (For error recovery; no message is returned.)	
9003	Reinitialization problem (For error recovery; no message is returned.)	
9004	Invalid message ID (For error recovery; no message is returned.)	
9005	An error recovery record could not be saved	An attempt was made to save an error recovery record for a message set. The save operation failed and the record wasn't saved. (for above)
9100	Macro name not unique	The macro name "fieldValue" is already in use; it may only be defined once.
9101	Macro name too long	The macro name "fieldValue" is too long.
9102	Macro name invalid	The macro name "fieldValue" contains invalid characters
9103	Macro substitution failure	The request was unable to use a macro value, probably due to an earlier error encountered when defining the macro.

QODBC Error Code	**QODBC Error Code Description**	**Message**
80040400	QuickBooks found an error when parsing the provided XML text stream.	Contact QODBC support with a description of what was happening when you got this error
800404	Could not access	Perhaps the QuickBooks installation is not

01	QuickBooks.	complete.
80040402	Unexpected error. Check the qbsdklog.txt file for possible, additional information	Check the log specified for details..
80040403	Could not open the specified QuickBooks company data file.	Check that the QuickBooks version matches the version of the company data file
80040404	The version of QuickBooks currently running does not support qbXML.	Check your QuickBooks version. All of our products support QuickBooks USA versions2009-2002, UK or Canadian 2009-2003. QuickBooks Pro, Premiere, Enterprise and Simple Start editions are supported. QuickBooks Online edition is supported.
80040405	qbXML components have not been installed.	Perhaps the QuickBooks installation is not complete
80040406	Could not determine the version of the QuickBooks company data file, or the data file has been modified and requires a newer version of QuickBooks	.Perhaps the QuickBooks installation is not complete.
80040407	The installation of QuickBooks appears to be incomplete. Please reinstall QuickBooks.	Perhaps the QuickBooks installation is not complete.
80040408	Could not start QuickBooks.	Perhaps the QuickBooks installation is not complete.
80040409	The current version of QuickBooks cannot work with the specified company data file	Check that the QuickBooks version matches the version of the company data file..
8004040A	QuickBooks company data file is already open and it is different from the one requested.	The QODBC Driver uses the QuickBooks SDK, which is limited to the features of the standard QuickBooks desktop product, which cannot open multiple company files. You must only open one company file at a

		time on a single machine.
8004040B	Could not get the name of the current QuickBooks company data file.	Check that the QuickBooks version matches the version of the company data file
8004040C	BeginSession method has not been called or it did not succeed.	Contact QODBC support with a description of what was happening when you got this error
8004040D	The ticket parameter is invalid.	Contact QODBC support with a description of what was happening when you got this error.
8004040E	There is not enough memory to complete the request. Explanation:	Check that your machine meets the memory requirements of QuickBooks.
8004040F	The OpenConnection method has not been called.	Contact QODBC support with a description of what was happening when you got this error
80040410	The QuickBooks company data file is currently open in a mode other than the one specified by your application.	The QODBC Driver uses the QuickBooks SDK, which is limited to the features of the standard QuickBooks desktop product, which cannot open multiple company files. You must only open one company file at once.
80040411	Before calling the BeginSession method, you must call the EndSession method to terminate the current session.	Contact QODBC support with a description of what was happening when you got this error.
80040412	You cannot make multiple successive calls to the OpenConnection method. Call CloseConnection before calling OpenConnection again.	Contact QODBC support with a description of what was happening when you got this error.
80040413	QuickBooks does not support the	Contact QODBC support with a description of what was happening when you got this

	rollbackOnError value of the onError attribute.	error.
80040414	A modal dialog box is showing in the QuickBooks user interface. Your application cannot access QuickBooks until the user dismisses the dialog box.	Check the QuickBooks desktop application for the described condition.
80040415	A call to the OpenConnection method must include the name of your application.	Contact QODBC support with a description of what was happening when you got this error.
80040416	If QuickBooks is not running, a call to the BeginSession method must include the name of the QuickBooks company data file.	Make sure the DSN you are using includes the path to the company file you require, and that you have followed the security setup steps in our users manual.
80040417	If the QuickBooks company data file is not open, a call to the BeginSession method must include the name of the data file.	Make sure the DSN you are using includes the path to the company file you require, and that you have followed the security setup steps in our users manual.
80040418	This application has not accessed this QuickBooks company data file before. Only the QuickBooks administrator can grant an application permission to access a QuickBooks company data file for the first time.	Make sure that you have followed the security setup steps in our users manual.
80040419	This application's certificate is invalid. An application must have a valid certificate to	Contact QODBC support with a description of what was happening when you got this error.

	access QuickBooks company data files.	
8004041A	This application does not have permission to access this QuickBooks company data file. The QuickBooks administrator can grant access permission through the Integrated Application preferences.	Make sure that you have followed the security setup steps in our users manual.
8004041B	Unable to lock the necessary information to allow this application to access this company data file. Try again later.	A QuickBooks error, contact us if this happens frequently.
8004041C	An internal QuickBooks error occurred while trying to access the QuickBooks company data file.	A QuickBooks error, contact us if this happens frequently.
8004041D	This application is not allowed to log into this QuickBooks company data file automatically. The QuickBooks administrator can grant permission for automatic login through the Integrated Application preferences.	Make sure that you have followed the security setup steps in our users manual.
8004041E	This application's certificate is expired. If you want to allow the application to log into QuickBooks automatically, log into QuickBooks and try again. Then click Allow Always when you are notified that the	Make sure that you have followed the security setup steps in our users manual.

	certificate has expired.	
8004041F	QuickBooks Basic cannot accept XML requests. Another product in the QuickBooks line, such as QuickBooks Pro or Premiere, 2002 or later, is required.	Check your QuickBooks version. All of our products support QuickBooks USA versions 2009-2002, UK or Canadian 2009-2003. QuickBooks Pro, Premiere, Enterprise and Simple Start editions are supported. QuickBooks Online edition is supported
80040420	The QuickBooks user has denied access.	Check the security settings for the user in QuickBooks.
80040421	The returned text is passed via the qbXML COM Request Processor directly from QuickBooks to your application and is not issued by the qbXML COM Request Processor itself. You may find it useful to copy the text verbatim to your message window.	Contact QODBC support with a description of what was happening when you got this error.
80040422	This application requires Single User file access mode and there is already another application sharing data with this QuickBooks company data file.	A company file can only be open in one mode at a time. Certain operations require exclusive (single-user) mode, and can only be run when there are no other users of QuickBooks.
80040423	The version of qbXML that was requested is not supported or is unknown.	Check your QuickBooks version. All of our products support QuickBooks USA versions 2009-2002, UK or Canadian 2009-2003. QuickBooks Pro, Premiere, Enterprise and Simple Start editions are supported. QuickBooks Online edition is supported.
80040424	QuickBooks did not finish its initialization. Please try again later.	A QuickBooks warning, contact us if this happens frequently.
80040425	Invalid parameter.	Contact QODBC support with a description of what was happening when you got this

		error.
80040426	Scripts are not allowed to call QBXMLRP	.Contact QODBC support with a description of what was happening when you got this error.
80040427	Unregistered QuickBooks.	Check your QuickBooks version. All of our products support QuickBooks USA versions 2009-2002, UK or Canadian 2009-2003. QuickBooks Pro, Premiere, Enterprise and Simple Start editions are supported. QuickBooks Online edition is supported.
80040428	The current request processor does not support the request.	Contact QODBC support with a description of what was happening when you got this error.
80040429	The current message set is not supported.	Contact QODBC support with a description of what was happening when you got this error.
8004042A	Remote access is not allowed.	Contact QODBC support with a description of what was happening when you got this error.
8004042B	Unsupported interface.	Contact QODBC support with a description of what was happening when you got this error
8004042C	Certificate has been revoked.	Contact QODBC support with a description of what was happening when you got this error.
QODBC Error Code	**RDS Client Errors**:	**Message**
80040402	Remote QuickBooks access failed unexpectedly.	Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.
80040407	Error retrieving the QuickBooks remote server name and port.	Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.
800404	Remote QuickBooks	Make sure you are using the web or remote

0D	access failed because the remote server name and/or port have changed.	version of QODBC, and contact QODBC support with a description of what was happening when you got this error.
80040414	A modal dialog box is showing in the QuickBooks Remote Data Sharing Client user interface. The application cannot access QuickBooks until the dialog is dismissed.	A QuickBooks error, contact us if this happens frequently.
8004041A	Remote QuickBooks access failed because login and/or password do not match those on the server.	Check the security settings in the QODBC setup screen.

QODBC Error Code	RDS Server Errors:	Message
80040420	The user has denied remote access to QuickBooks.	Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.
80040421	Unable to establish a remote connection to QuickBooks.	Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.

Endnotes 2... (after index)

Back Cover