User Manual
Web DataLink for QuickBooks (Magento)

Version 1.0

Connecting Ecommerce and ERP

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About this manual

This guide will explain how to connect your copy of QuickBooks with Web DataLink connector. This will enable the transfer of products from QuickBooks to your website, and the transfer of downloaded order information from website to QuickBooks. This guide assumes you are already familiar with QuickBooks.

Compatibility: Web DataLink Connector will work with the 'Accountant' and 'Pro' versions of QuickBooks. Connector supports transfer of Stock, Invoices, Sales orders, and customer transactions but you will need the appropriate version of QuickBooks to use these features.

Customer support

DataLink provides telephone and email support from Monday to Friday, 9am to 5pm UK Standard Time (GMT) (excluding UK Public&Bank Holidays). For UK customers, please call DataLink on 0800 011 2569.
Please note that on calling DataLink a member of our customer support team will always ask if you have sent us a copy of your Log file so send an email to support@datalinkuk.com and attach a copy of the Log file and your support enquiry.

It is advisable that you do this before you call. We will then investigate your support call and let you know the solution or refer it to our Development team. In most cases extended time to amend an issue is less than 6 hours as it is quite involved to check log files and make sure all is setup correctly.

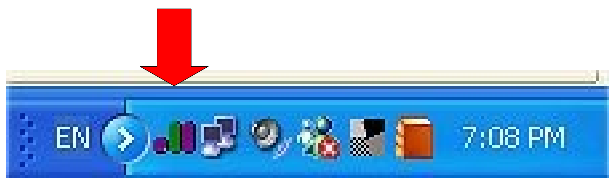
Purpose of the software

Web DataLink for QuickBooks can be used to synchronise a Magento-based online store with your QuickBooks software (Accountant, Pro).

This includes:

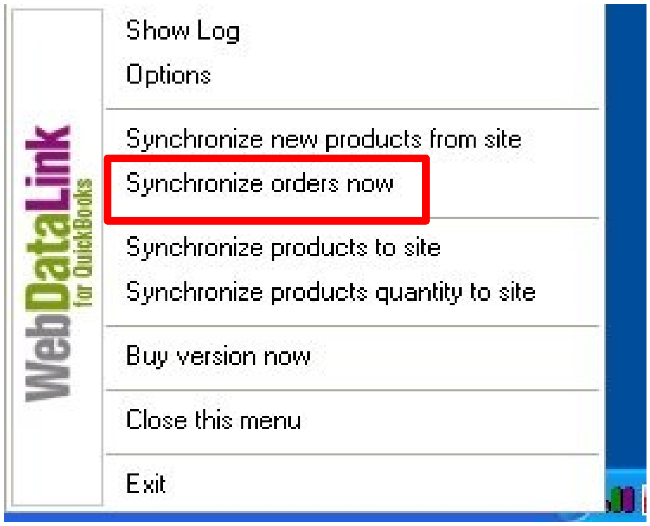
- Order and customer accounts download from Magento to QuickBooks
- Product download from Magento to QuickBooks
- Product upload from QuickBooks to Magento
- Order status upload from QuickBooks to Magento

While running, the Web DataLink for QuickBooks “sits” in the system tray in the bottom right corner of your screen as an icon.

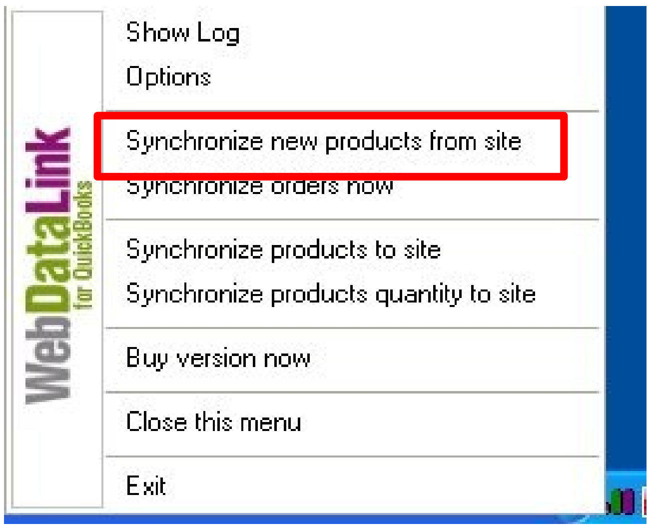


Right mouse clicking on the icon displays a pop-up menu containing the following items:

- **Synchronize orders now** downloads orders and/or invoices from Magento to QuickBooks.

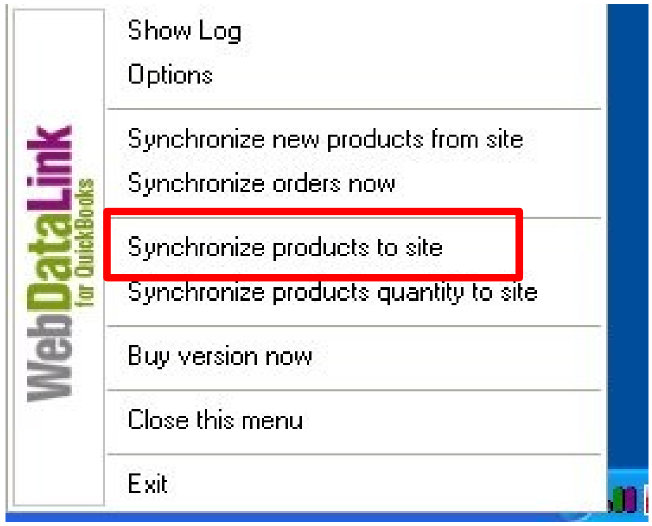


- **Synchronize new products from site** downloads products from Magento to QuickBooks.



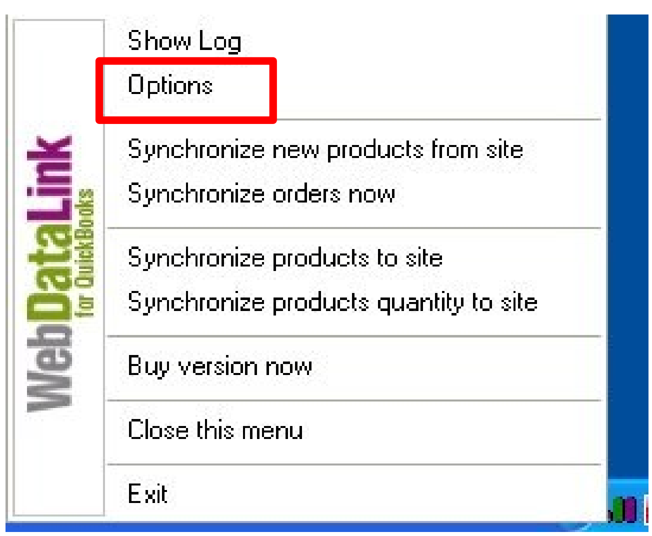
(This feature is useful for systems that have newly installed QuickBooks Software with an empty product database. If you already have your product catalogue online, you can download it into QuickBooks and at a later date, if you wish to upgrade your software, you can then upload and manage your online catalogue through QuickBooks.)

- **Synchronize products to site** uploads products from QuickBooks to Magento.



- **Show Log** opens the Log Explorer window demonstrating information about Connector's activity.

- **Options** opens the QuickBooks Connector Options window.



Installation

The Web DataLink for QuickBooks consists of two parts. The web part is pre installed to the Magento website by DataLink UK team. Please note the Web DataLink Connector must be installed onto the same computer as QuickBooks.

The software itself is installed as any other MS Windows based software onto your PC, following the instructions of a specially designed Installation Wizard.

These procedures apply where the Web DataLink software is delivered to the Customer via email or via a web download with a connector's ZIP file as an attachment and by using the popular WinZip software, or where the installation is delivered as an executable file.

Contained in the installation are the following documents and files:

– Setup.exe (install file for the Web DataLink for QuickBooks)
– License Agreement
– Detailed installation Manual
– Readme File

Now unzip your program and install it to your PC:

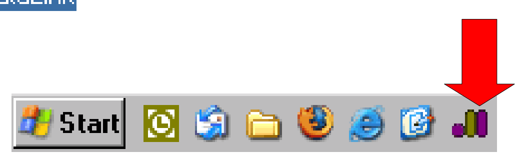
(a) Firstly, save the ZIP file to your computer by either right clicking on the ZIP file attachment in the email or clicking on the website URL given to you in the email and then click “SAVE AS”. Save the file to “MY DOCUMENTS”.

(b) Open “MY DOCUMENTS” in the computer Desktop and then locate the Web DataLink ZIP File. Right click on the ZIP file and then on GO TO “Extract DataLink …” and then click on “EXTRACT TO”. Double click on the folder that you have unzipped and then double click on the “setup.exe” file. This will launch the “SET UP Wizard”.

(c) Follow the instructions in the “SET UP WIZARD” and then accept the “Web DataLink License Agreement”.

Create the Desktop icon:

and the Quick Launch icon:

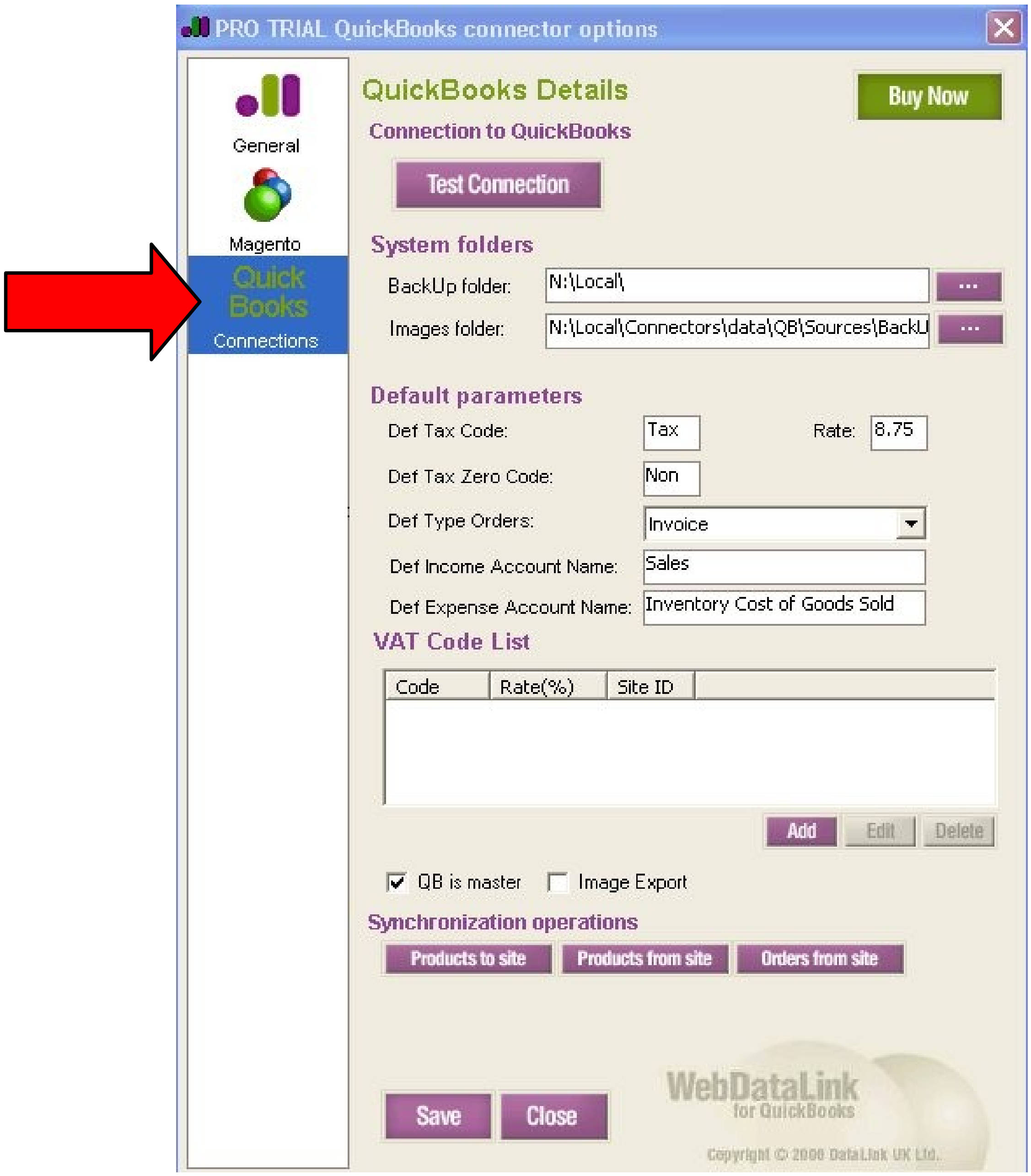


You will then be able to commence using the software by clicking the Web DataLink Connector icon in the system tray or the icon on the computer Desktop.

Settings and Configuration

QuickBooks Details

Click the **QuickBooks Connections** tab on the left to switch to the **QuickBooks Details** page.

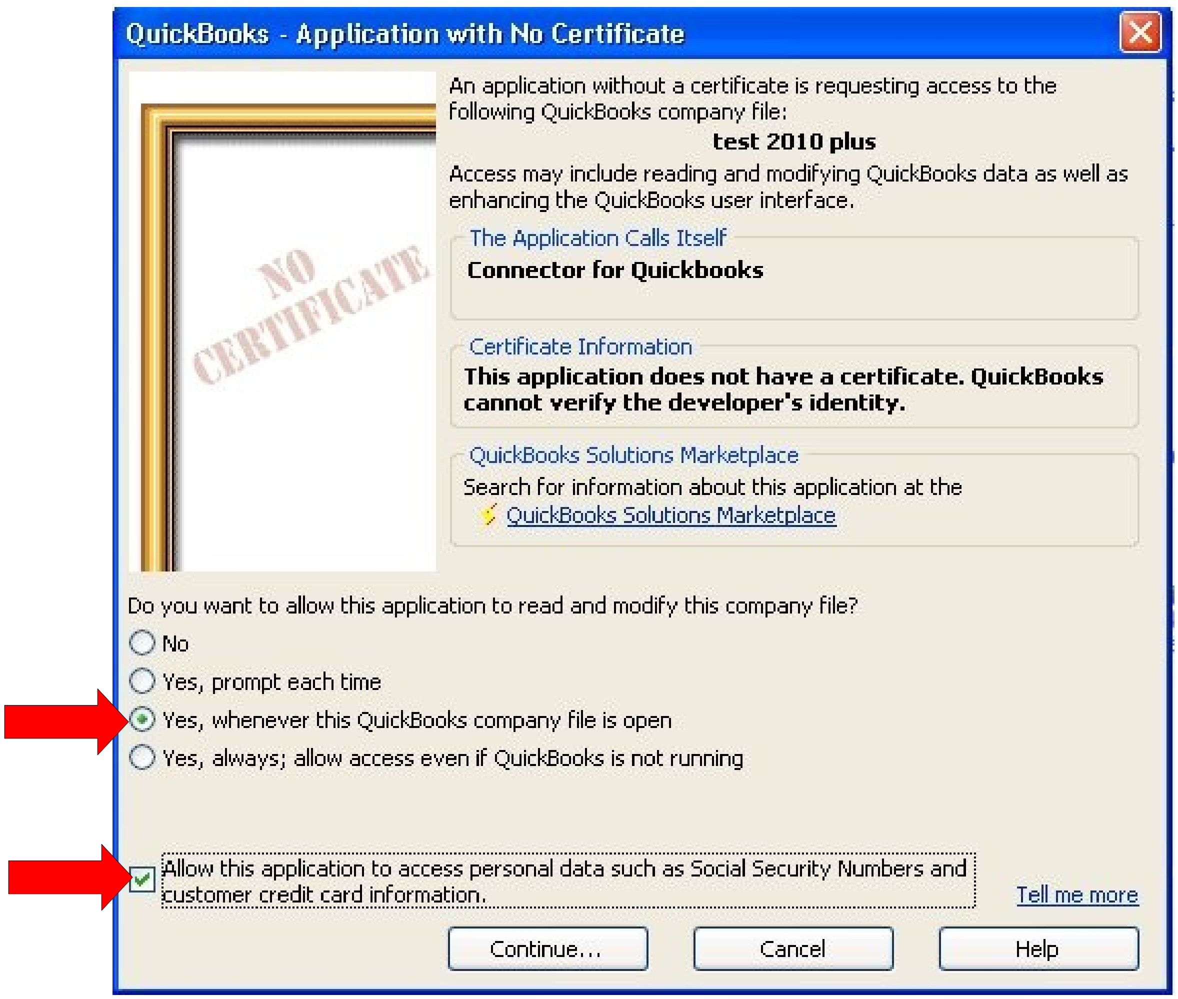


Under **Connection to QuickBooks**, there is the **Test Connection** button. You should click it to check if the connection to QuickBooks DB is available at the moment. But before testing this, please make sure 2 main rules are observed:

1) The QuickBooks program must be open when you are working with Connector. Otherwise, synchronization won't be successful.
2) Correct settings should be made for Company in QuickBooks at the very beginning after installation of Connector. When connection fails after you have clicked in the **Test Connection** button,

... the system opens a popup window in QB where you should select 2 items:

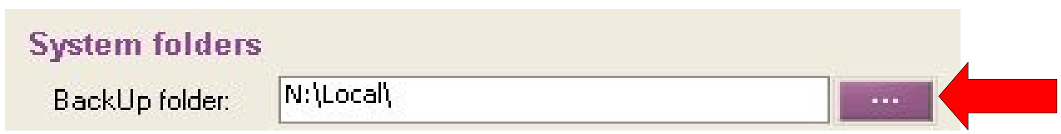
- **Yes, whenever this QuickBooks Company file is open.**
- **Allow this application to access personal data such as Social Security Numbers and customer credit card information.**



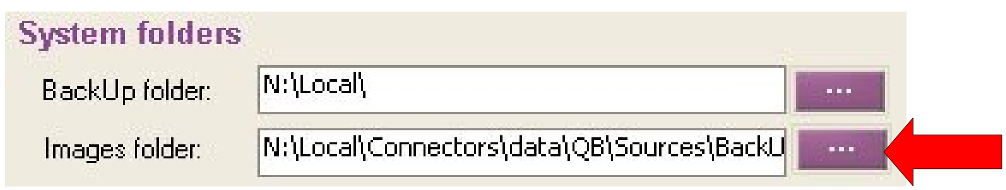
Then, click **Continue** in this window, and then click **Yes** in the next window, and finally click **Done**.

If everything is OK, the Connector will show the “Test connection succeeded” message.

Under **System Folders**, show a path to the backup folder. The software uses this folder to store temporary files. Click the “*browse*” button adjacent to the **BackUp folder** field and select the correct folder. This can be any folder with full access rights located on your PC where you installed your Web DataLink software and QB program.

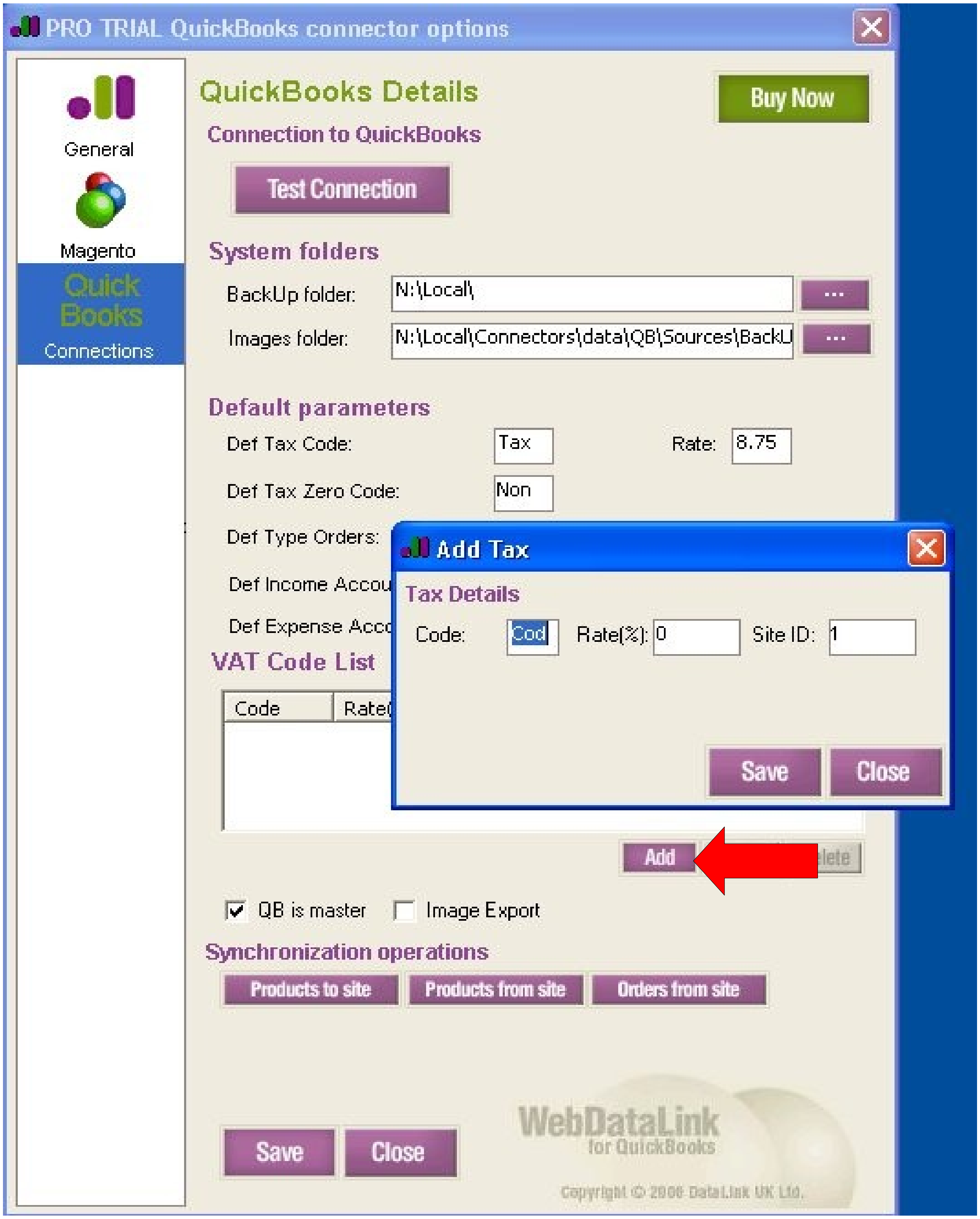


Images Folder is temporary directory storing product images. Again, this can be any folder with full access rights located on your PC where you installed your Web DataLink software and QB program.

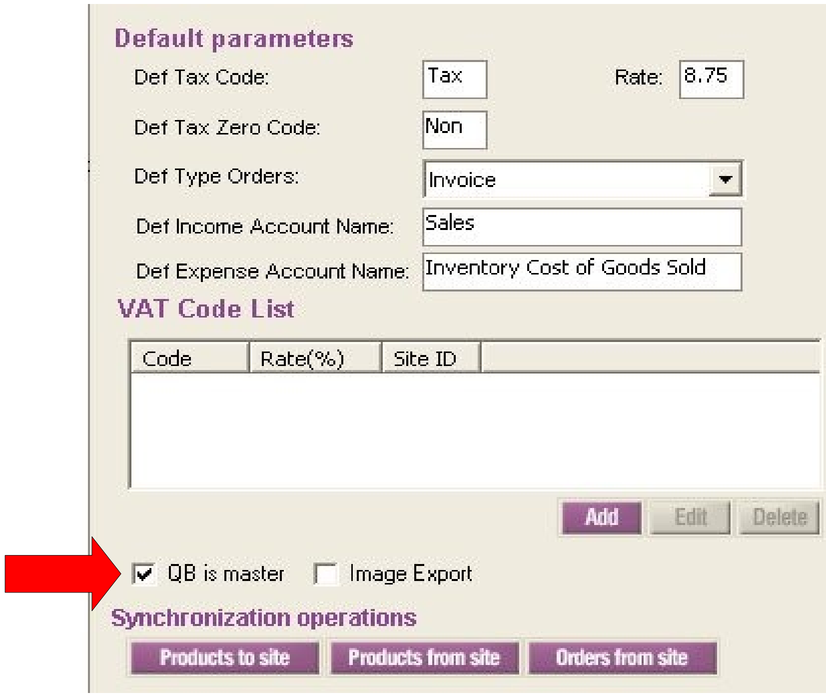


Under **Default parameters** there are options corresponding with QuickBooks order's fields. If you do not change the data in these fields, the connector will use default values.

It is possible to add some additional VAT codes for any special purposes under the **VAT Code list**. To do this, press the **Add** button and enter code name, rate, and site ID. Then, click the **Save** button.

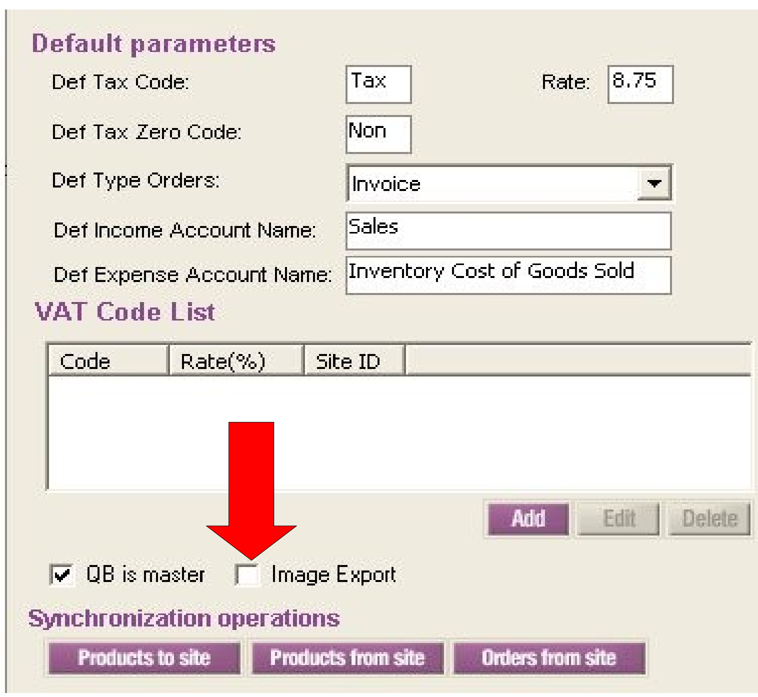


Please pay special attention to the **QuickBooks is master** option. With this option is selected, the Product Price, Name, Description, Image and Category fields in QuickBooks will remain unchanged, even if they are changed on the website. And vice versa - with this option unselected this product data remains unchanged on the website, even if it's changed in QuickBooks.



Note, *that stock levels are always taken from QuickBooks. It makes sense to disable stock subtraction feature on the website.*

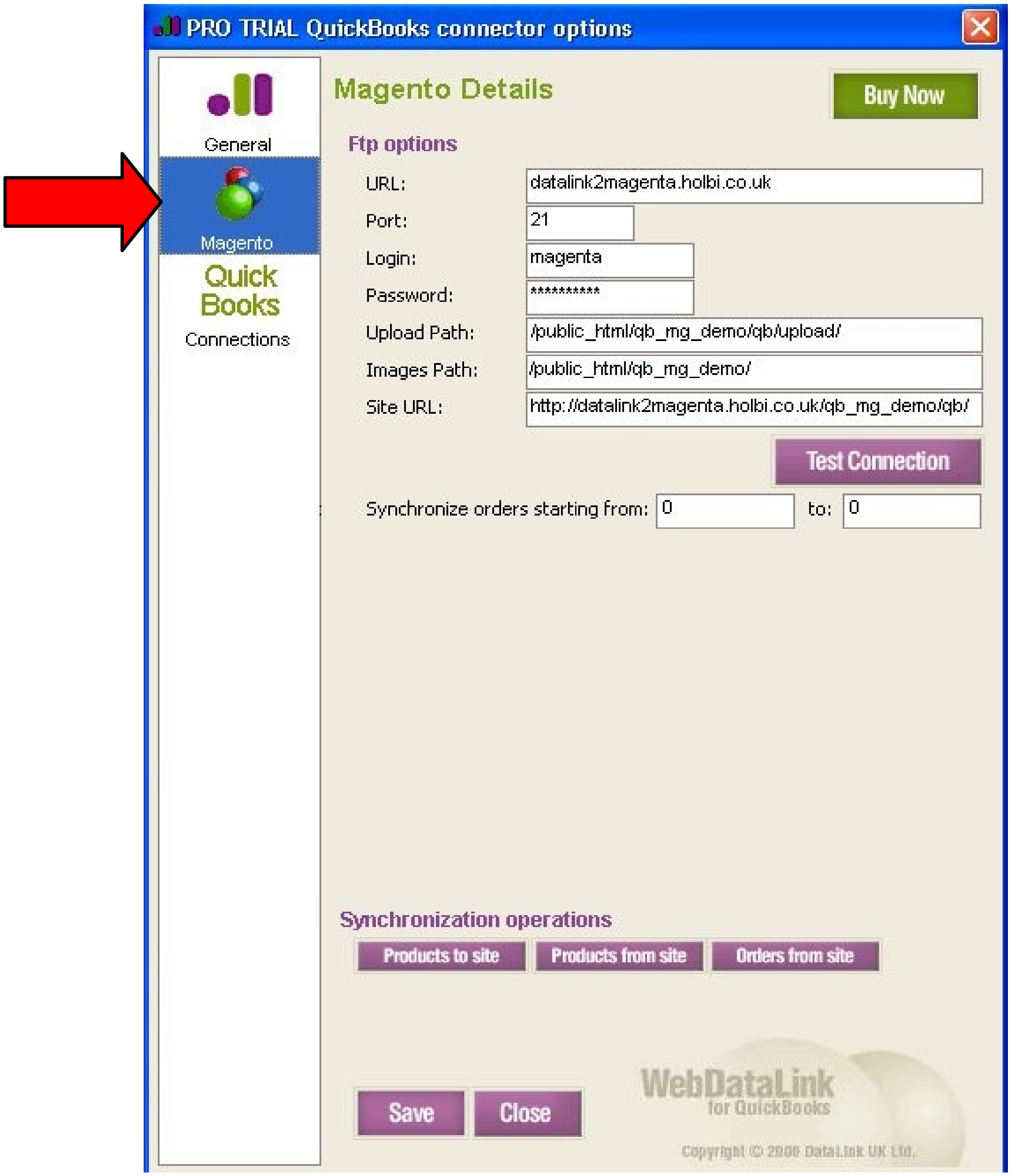
And one more important option here is the **Image Export** one.



If the **Image Export** checkbox is selected, then during synchronization of data FROM site images will be downloaded into the images/ directory, and during synchronization of data TO site images will be taken from the images/ directory and uploaded back to site. If this checkbox is not selected, the images will not be synchronized.

Magento Options

Web DataLink for QuickBooks needs to be configured only once. It stores configuration settings in the MS Windows registry of the local PC. For successful work Web DataLink Connector requires access to your website. Go to **Magento Options** window: click the **Magento** tab on the left.



The image above demonstrates test data in the fields. Actually, the fields are pre-filled with the default links and settings already, so you just need to press the **Test Connection** button to make sure the local PC actually can connect to the Magento installation.

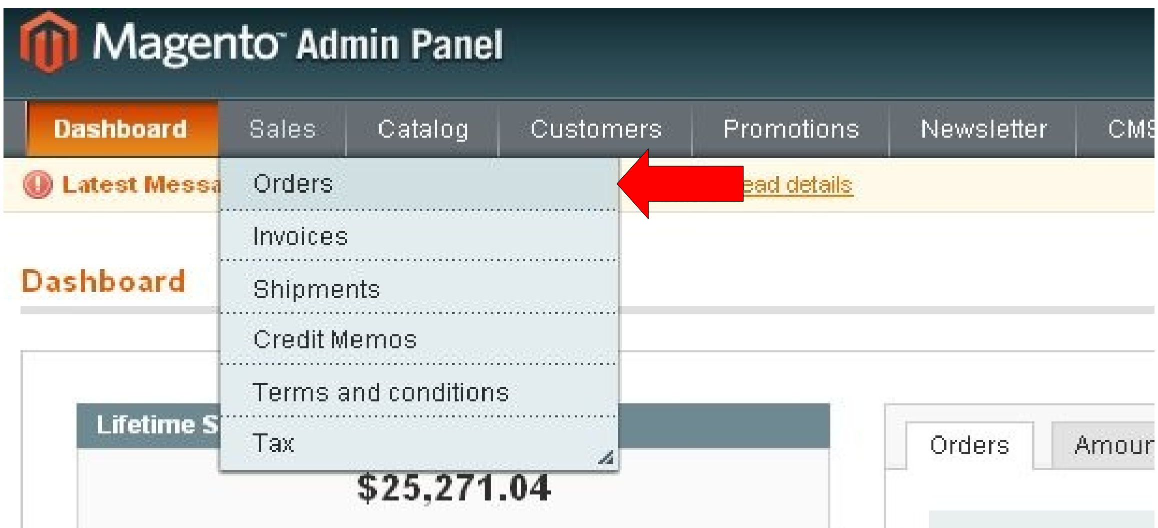
(Please note that all standard installations of the program are hardcoded with your FTP details to ensure that if you connect every time. If you have requested that we leave your username and password fields so that you can change these as you update your FTP login details, please make sure that if you change your FTP, you also change your options in Connector for QuickBooks.)

3. **Synchronize orders starting from** allows for a specific order ID on the site. If you don't want to synchronise all online orders, you can set the Order ID in the “Synchronize orders starting from” field, so only orders with greater IDs will be synchronized.

<u>Example:</u>

a) Open Administrative Panel of the Magento web-store.

b) In the upper panel, click **Sales** and select **Orders**.

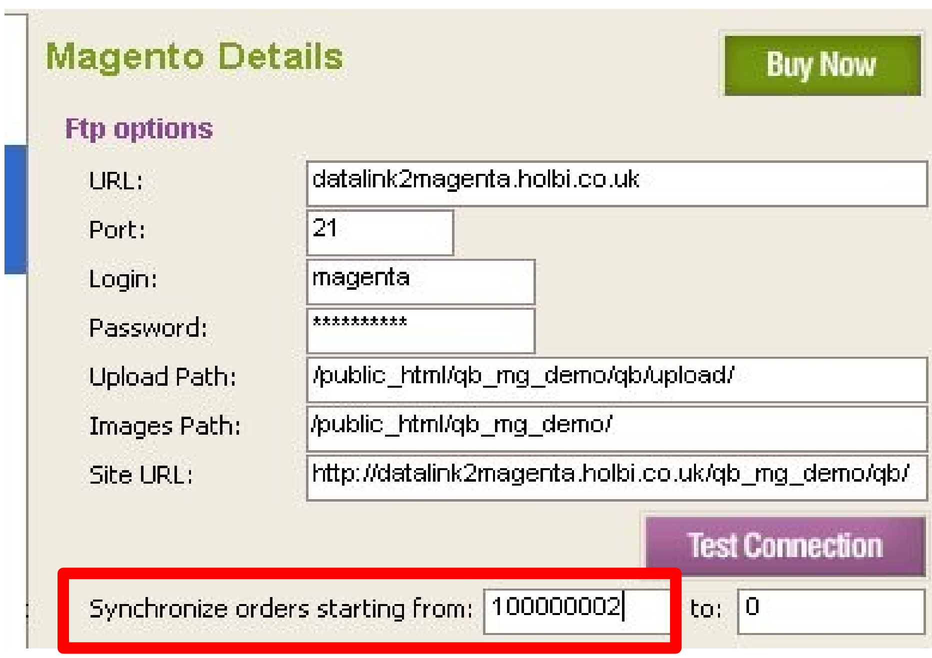


c) In the Orders list, select a record.

d) Copy the order's ID. For example, ID=100000002.

e) Then, go to the **QuickBooks Connector**, **Magento Options** window.

f) In the **Synchronize orders starting from** field, paste the order's ID. All the new orders with IDs greater than set in this field will be downloaded to QuickBooks.

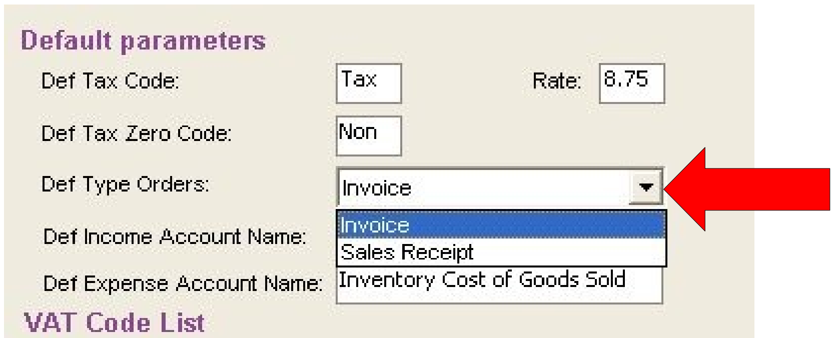


If you want to synchronize a certain range of orders (for example, from ID=100000002 to ID=100000009), specify proper orders IDs in the "Synchronize orders starting from" and "to" fields.

Orders options

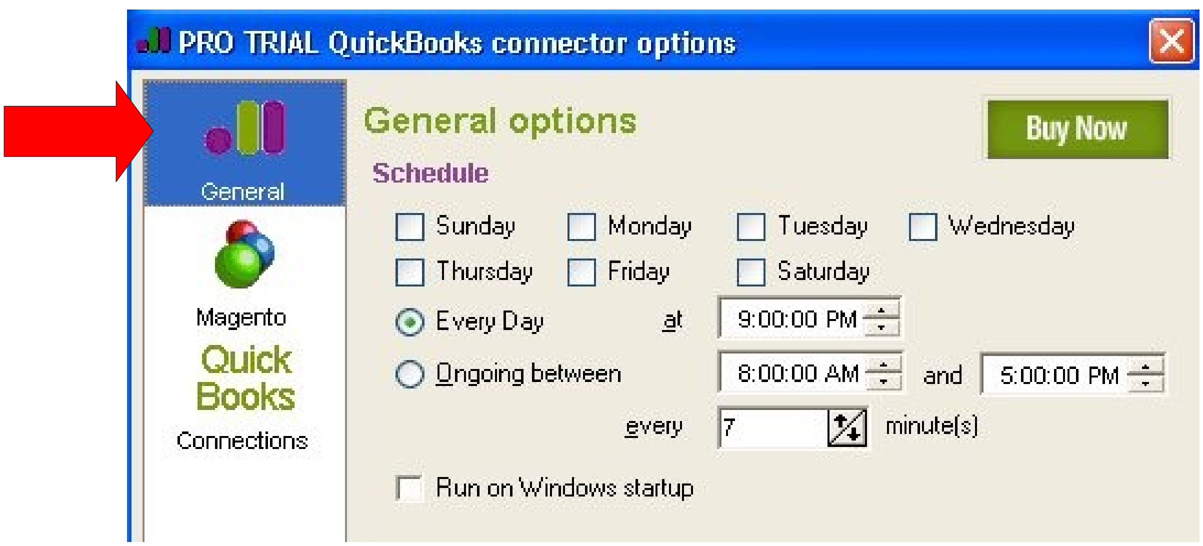
Online orders can be downloaded into QuickBooks as Invoices or Sales Receipt.

Def Type Orders field allows choosing the type which will be assigned to the orders in the QuickBooks after synchronization from site.



General Options

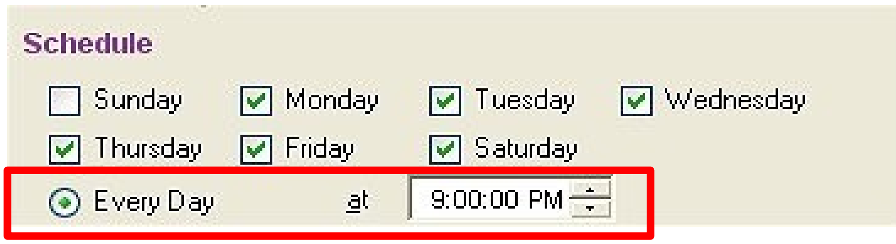
Click the **General** tab on the left to open **General Options** page.



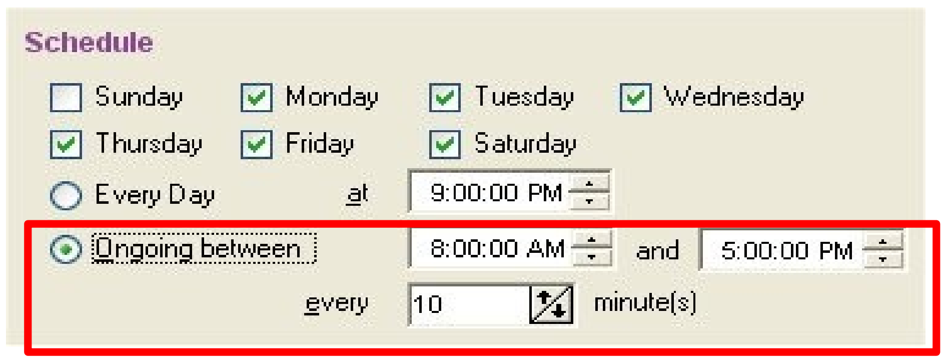
The **General Options** page contains options making the Web DataLink Connector easier for you to run.

1. To synchronise your data only once a week you should choose any one day. If you want to do this every day, you should tick all days of the week. To disable automatic synchronization, simply unselect all days options.

2. Then, you set up time of the day when connector will run. If you want to run the connector only once a day, you can tick the **Every day** option and then set a time, for example 9:00:00 PM.

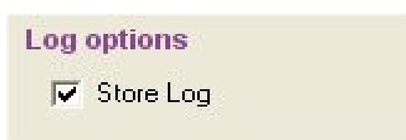


3. Also, you can synchronise your data several times during the day. In this case you should tick the **Ongoing between** option and then set a time range, for example, 8:00:00 AM and 5:00:00 PM, and then set up an interval, for example, every 10 minutes. So with such settings the connector will be synchronizing data every 10 minutes between 8:00:00 AM and 5:00:00 PM on the selected days of the week.



4. Also, in this section there is the **Run on Windows startup** option. If this option is ticked the connector will run on Windows startup. Please note in this case it doesn't mean the synchronization process will be started immediately. It will start on time accordingly to the Scheduler options set above.

5. We strongly recommend you to tick the **Store Log** checkbox. It means detailed information about all connector's activities will be stored in the log file. It will help us to solve any problems with connector's work if any will take place.

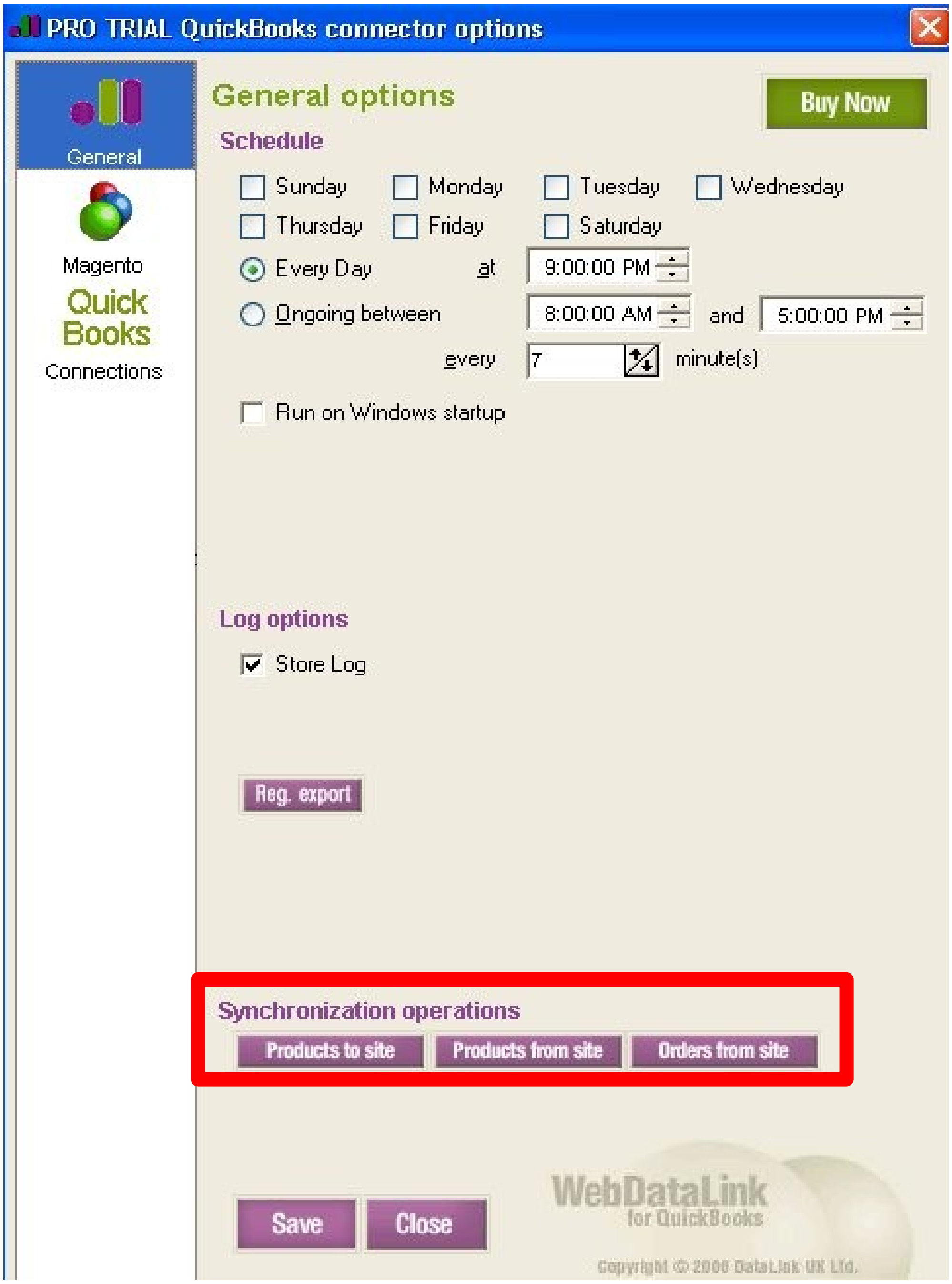


6. The **Reg. export** button allows for creating a file which contains information about current Connector settings. This file can be sent to the Web DataLink Connector developers in order to help them to solve the problems if any will take place.

To create a ***.cop** file, click the **Reg. export** button and save the file to your hard drive.

Synchronization operations

After setting up the Options, you may start synchronization operations using the buttons at the bottom of the **QuickBooks connector** window.



- Click the **Products to site** button if you wish to upload products from QuickBooks to Magento.
- Click the **Products from site** button if you wish to download products from Magento to QuickBooks.
- Click the **Orders from site** button if you wish to download orders from Magento to QuickBooks.

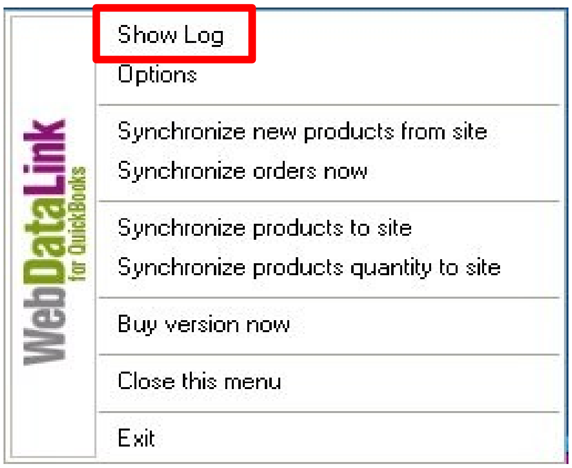
Connector updates product's price, description, model, stock, pictures, and categories. Also, Connector creates customer accounts and sales orders in the QuickBooks.

Now let's view two examples of products/orders downloading:

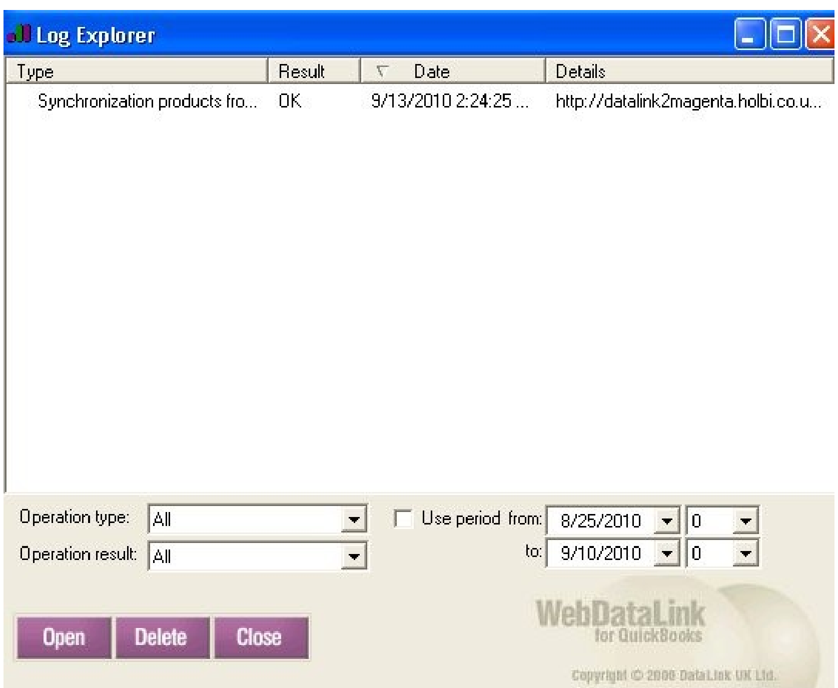
Downloading Products

1. Click the **Products from site** button at the bottom of the Connector window.

2. The downloading process will take for a few seconds, please wait. Then, right mouse click on the Web DataLink icon in system tray and select **Show Log** item.



The **Log Explorer** window demonstrates detailed information about all connector's actions. All records have “Type”, “Result”, “Date” and “Details” fields.



The “Type” field contains the operation type. The following types of operations can be displayed here:

- *Synchronization products from site*
- *Synchronization orders from site*
- *Synchronization products from QuickBooks to site*

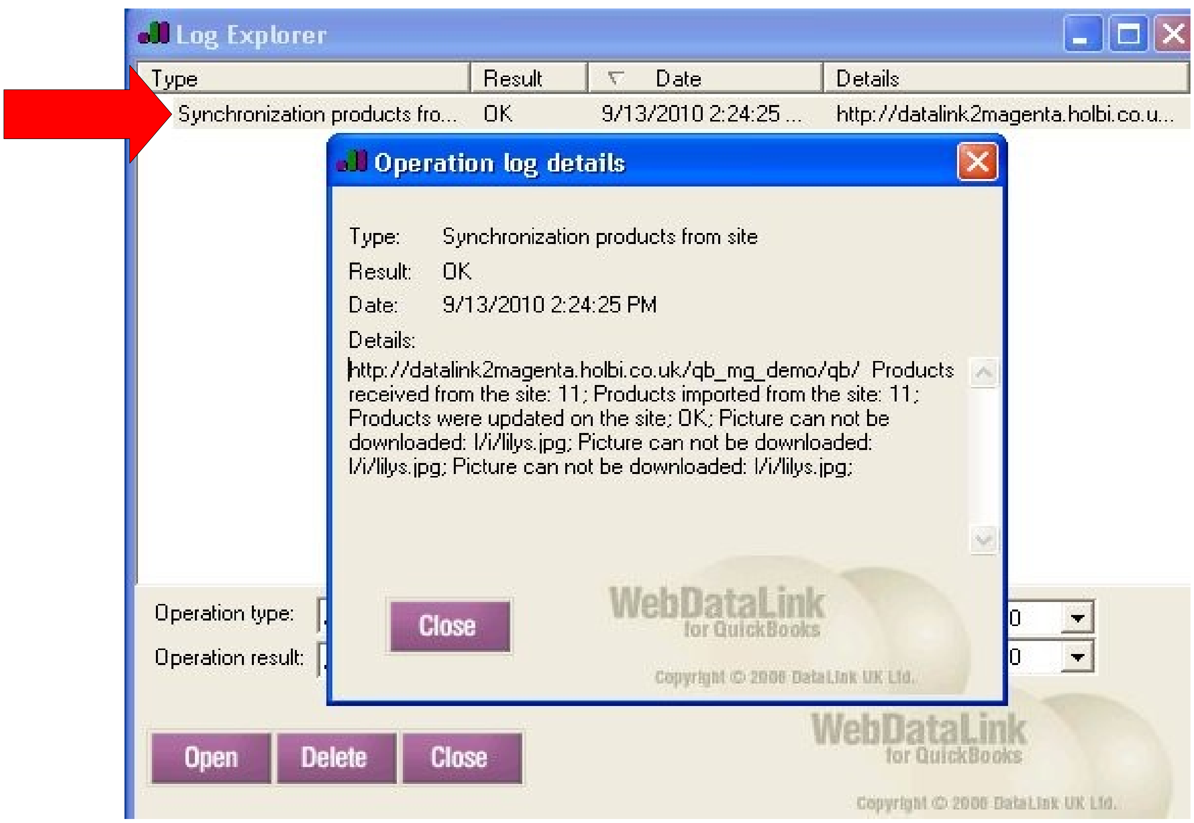
The “Result” field contains the operation results. It can display either ***Ok***, ***Error*** or ***Begin***.
The “Date” field contains operation date and time.
The “Details” field contains additional information: how many products/orders were processed.

Note:

✔ You can filter the log by operation type, operation result, and date. If you click on the column's header, all data will be sorted in the alphabetical order.

✔ You can delete any log entry by using the **Delete** button at the bottom of the window.

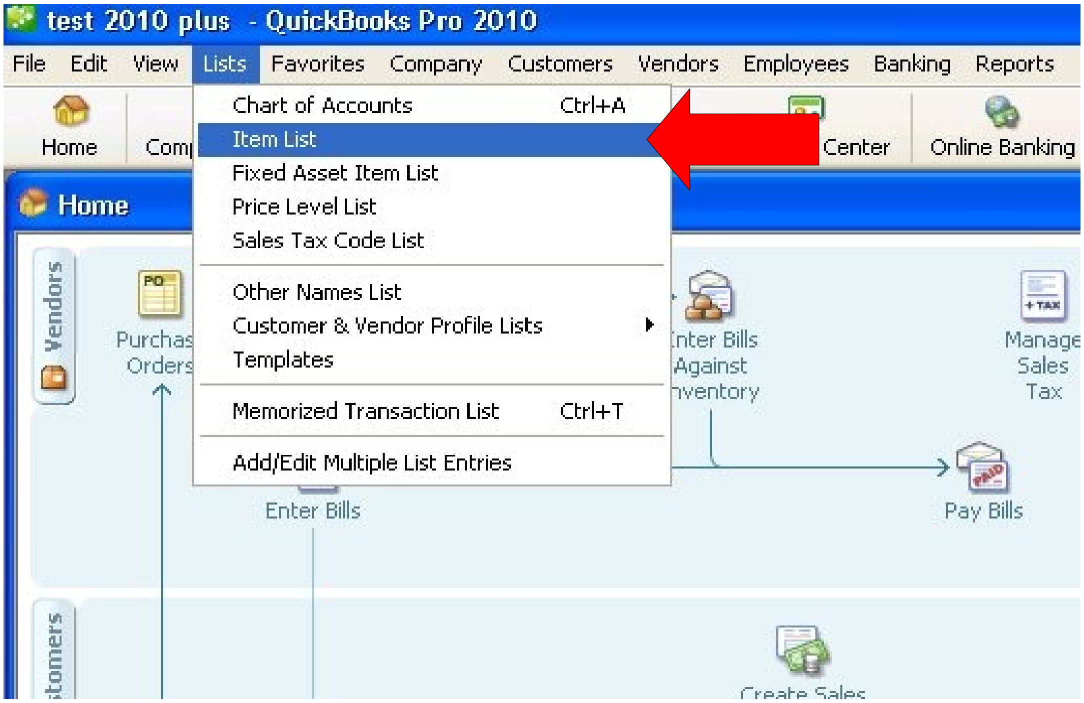
3. For more detailed information about the action you can select an item in the list and press the **Open** button. Or, double-click the “*Synchronization products from site*” item. Then, you can see operation details in a separate window.



4. After reading information about connector's activity, close the **Log Explorer** window by clicking the **Close** button.

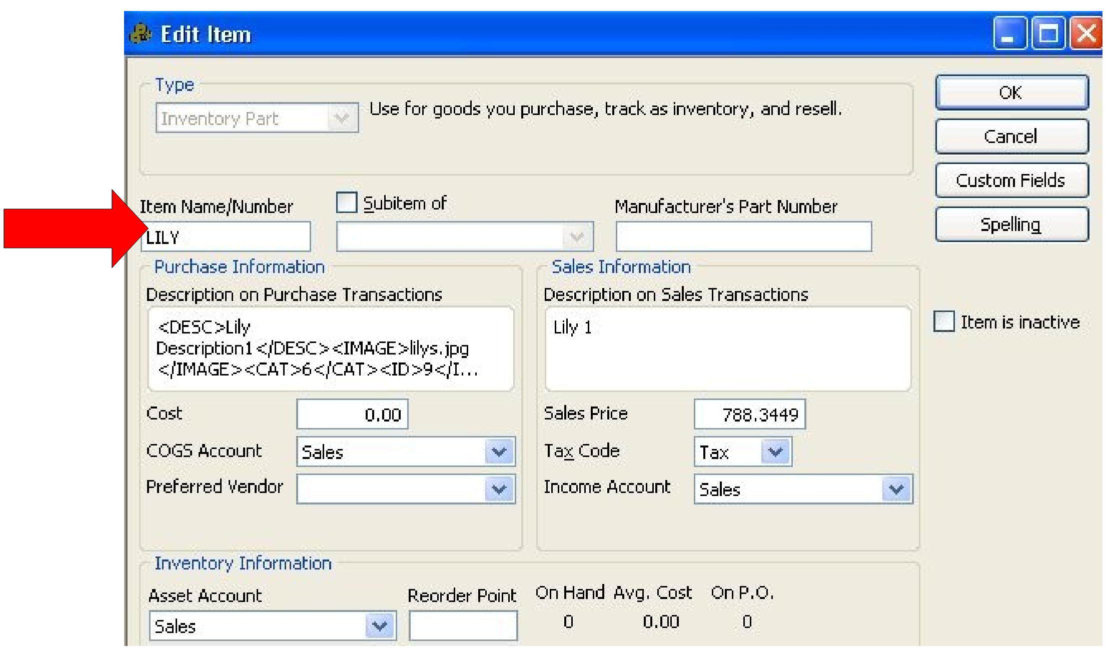
5. Then, go to **QuickBooks**.

6. In the upper panel, click **Lists** > **Item List** link to view a list of new products downloaded to QuickBooks database.



You can go to the website and view these products in the **Catalog > Manage Products** section to make sure all the new products were downloaded to QuickBooks properly.

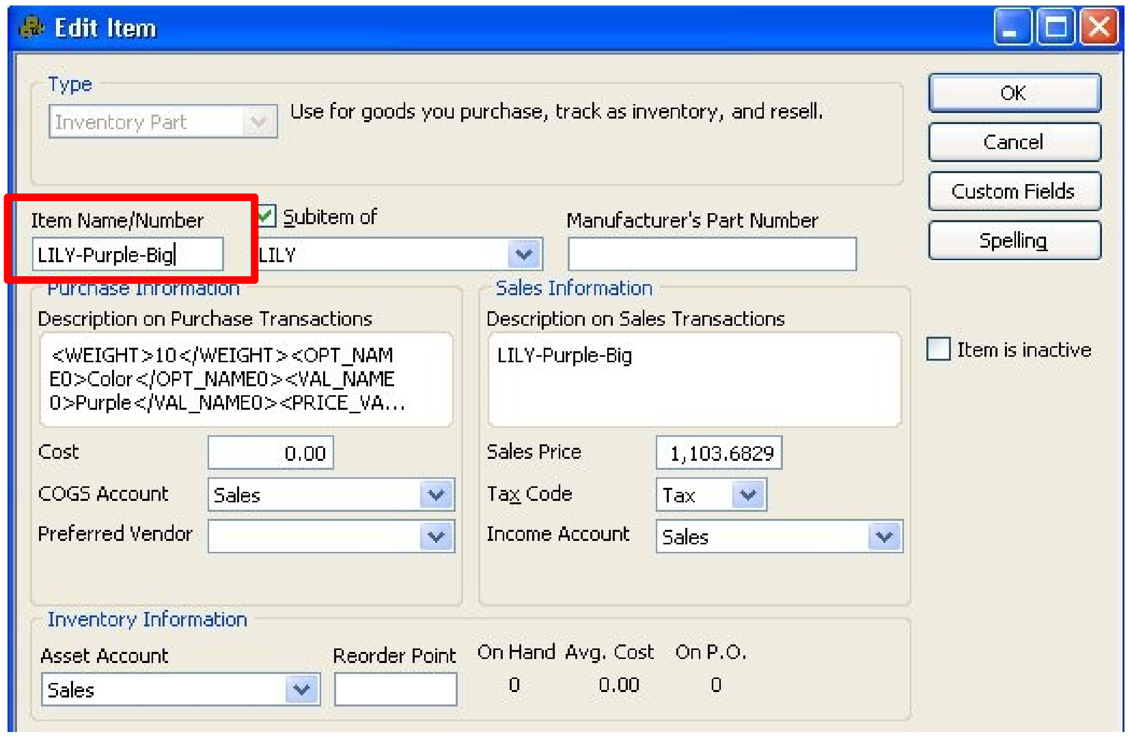
To find any necessary product on site, you need to find a name of a product in the QuickBooks first. Product's name is displayed in the **Item Name/Number** field in the **Edit Item** window:



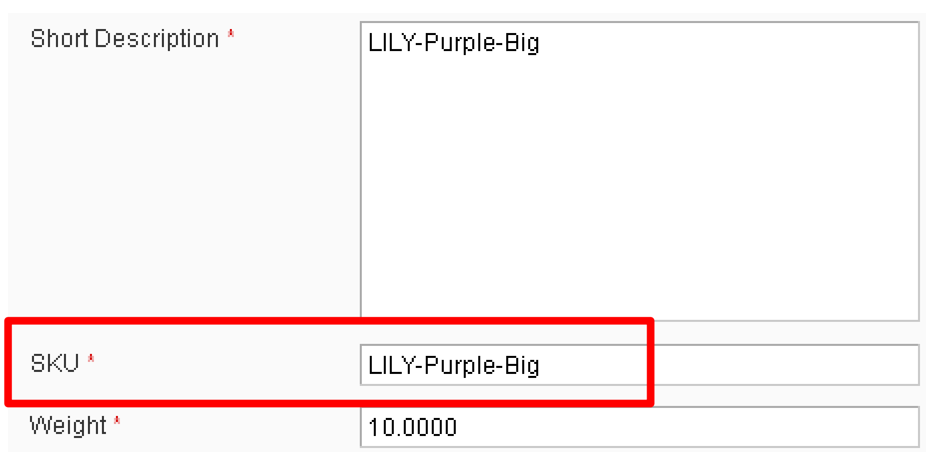
By this name you can search for the product on site.

Important: The Item Name in the QuickBooks is the Product SKU on the website. The SKU name is unique and this will help to avoid doubling and overwriting of the products in the QuickBooks during synchronization. The Item Name field has a limitation of length to 25 symbols.

In the QuickBooks:



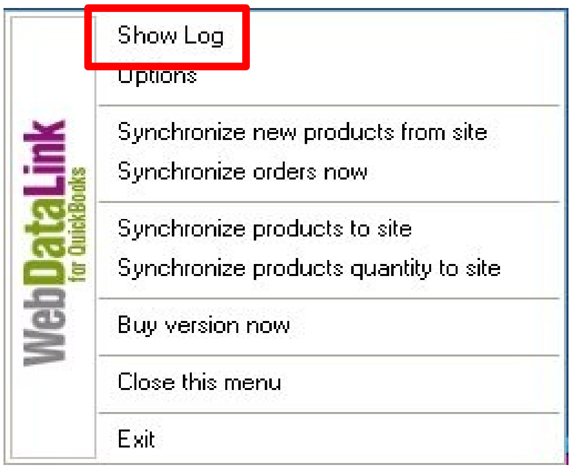
On the website:



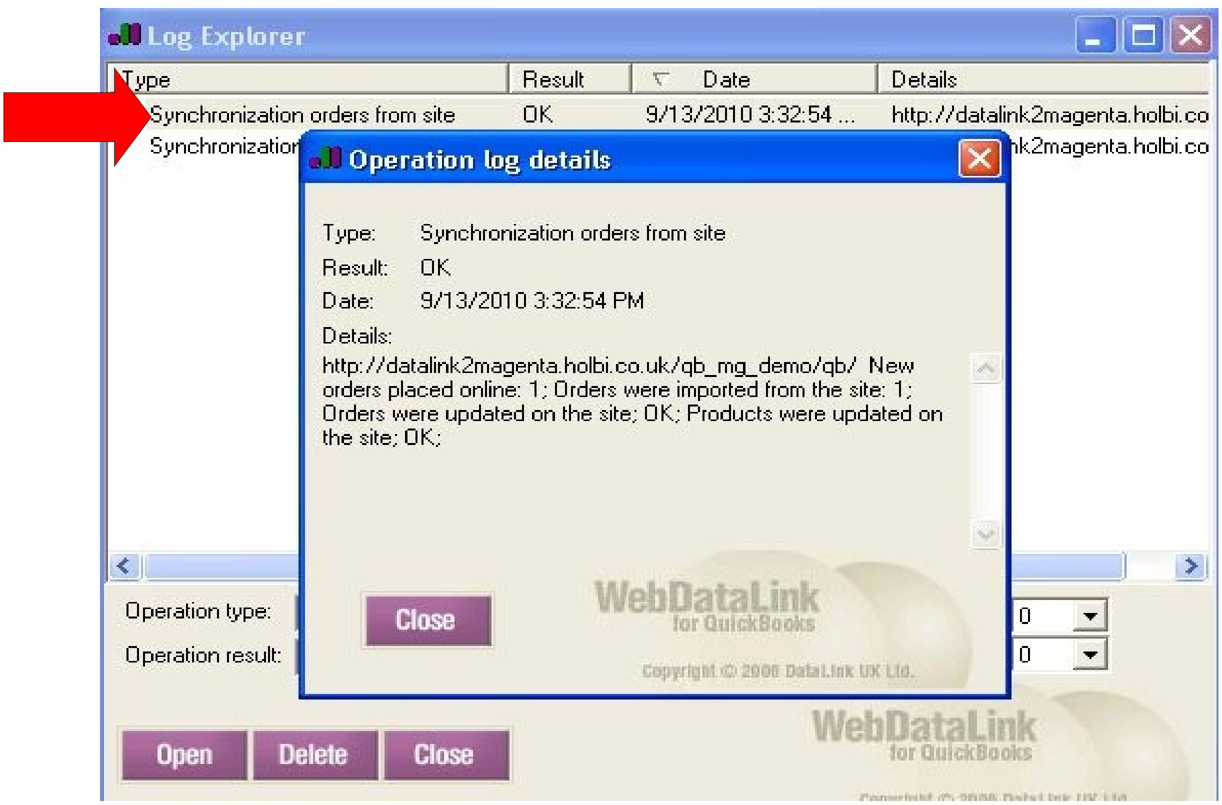
Downloading Orders

1. Click the **Orders from site** button at the bottom of the Connector window.

2. The downloading process will take for a few seconds, please wait. Then, right mouse click on the Web DataLink icon in system tray and select **Show Log** item.



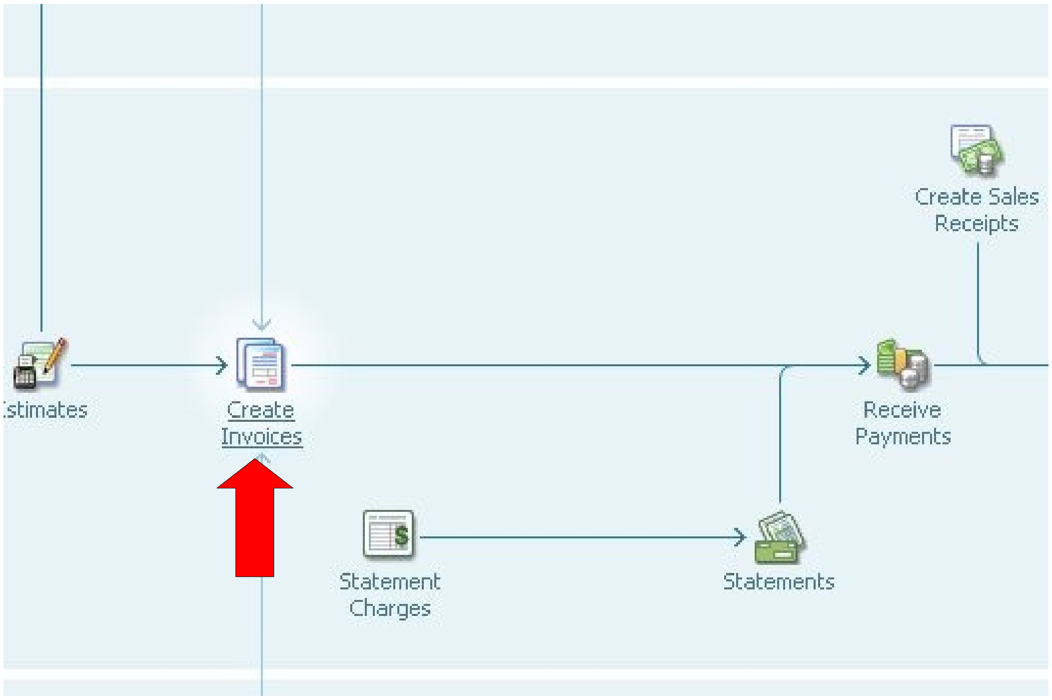
3. Double-click the "*Synchronization orders from site*" item in the grid to display the **Operation Log Details**. Or, select an item from the list and press the **Open** button.



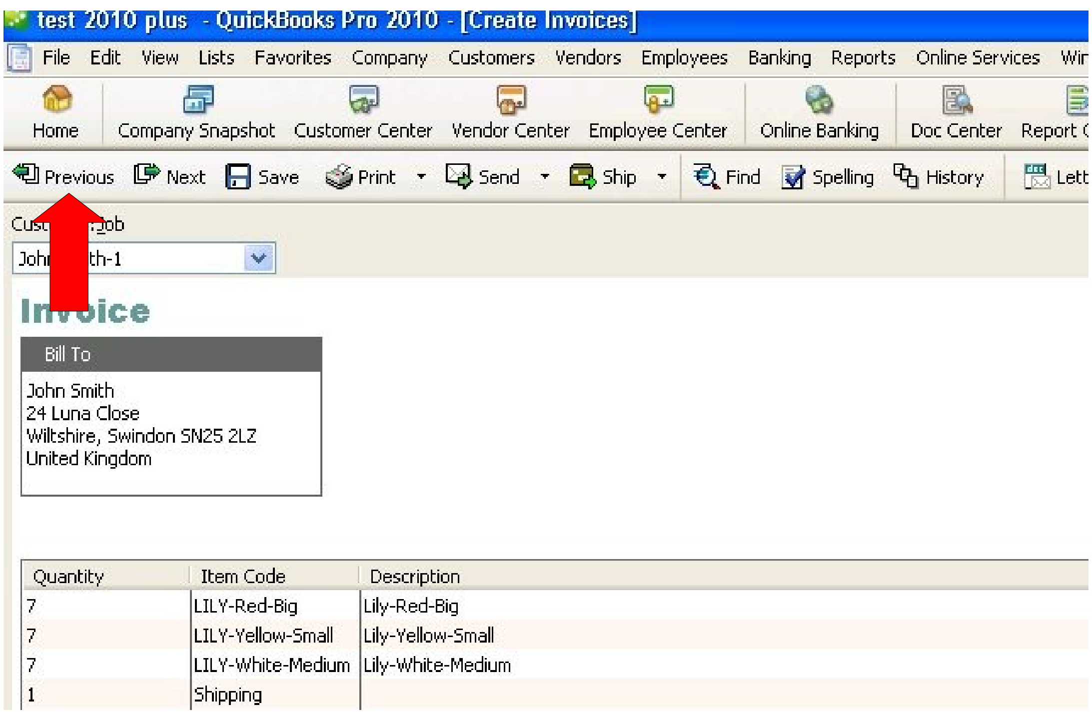
4. After viewing information about connector's activity, close the **Log Explorer** window by clicking the **Close** button.

5. Then, go to the **QuickBooks**.

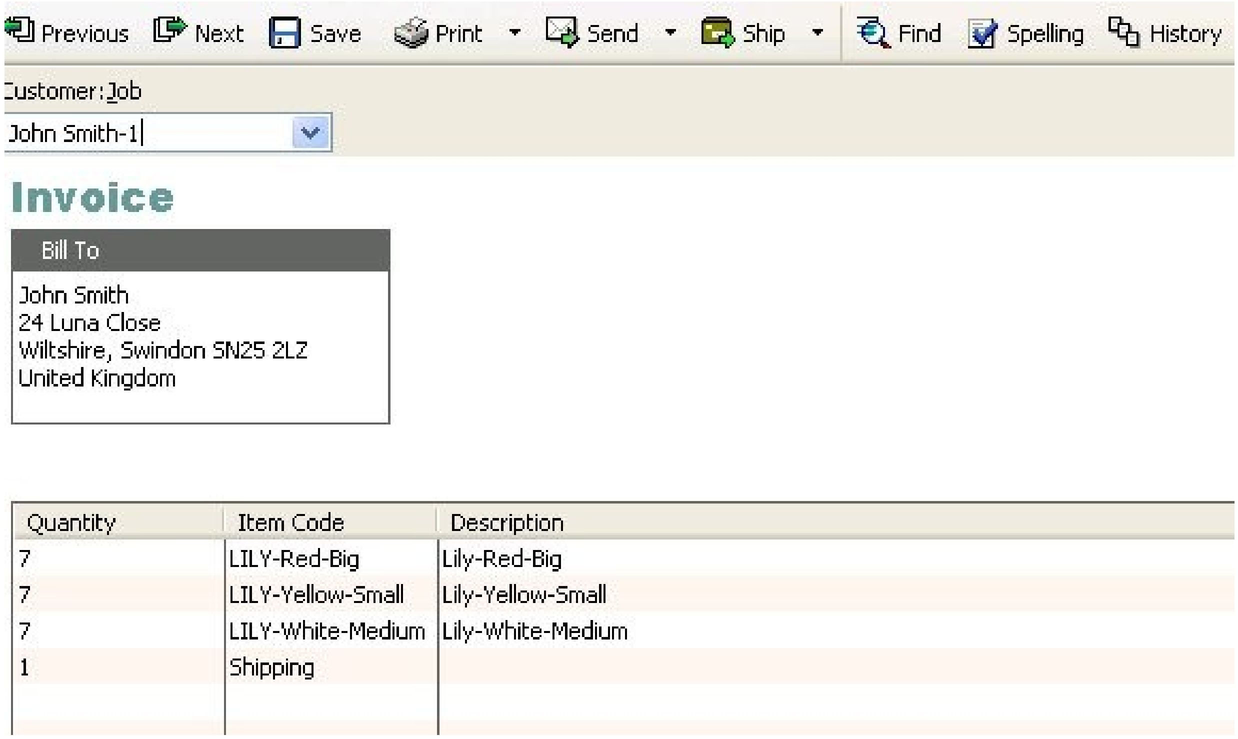
6. Click the **Create Invoices** icon (if you downloaded orders as Invoices).



7. Click the **Previous** button to view a list of orders downloaded.

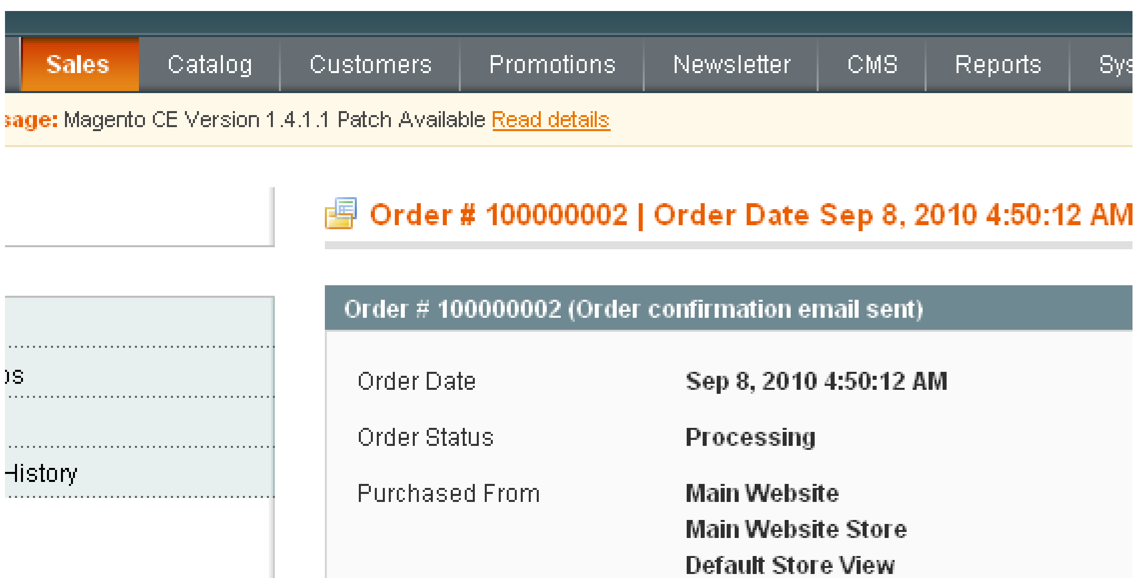


8. Order's Details (e.g. Invoice) will be open on the screen.



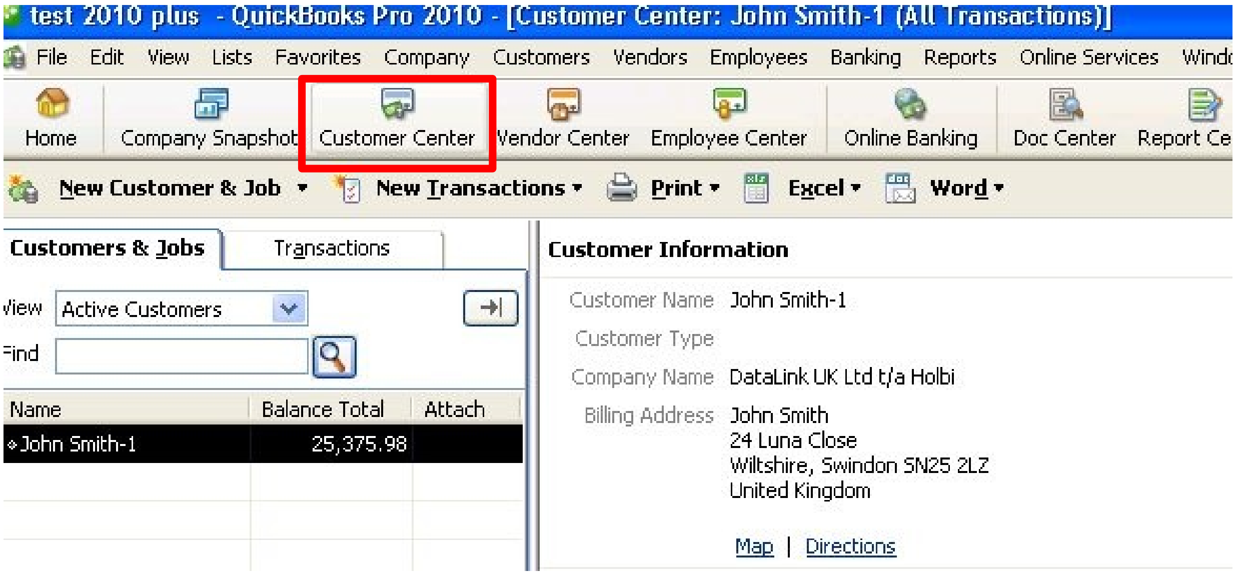
9. Go to the Magento site (Administrative part) > **Sales** > **Orders** section and view the orders to make sure synchronization process was done properly and all the orders details were downloaded to QuickBooks.

10. Click in the order to open it in edit mode and view its details.



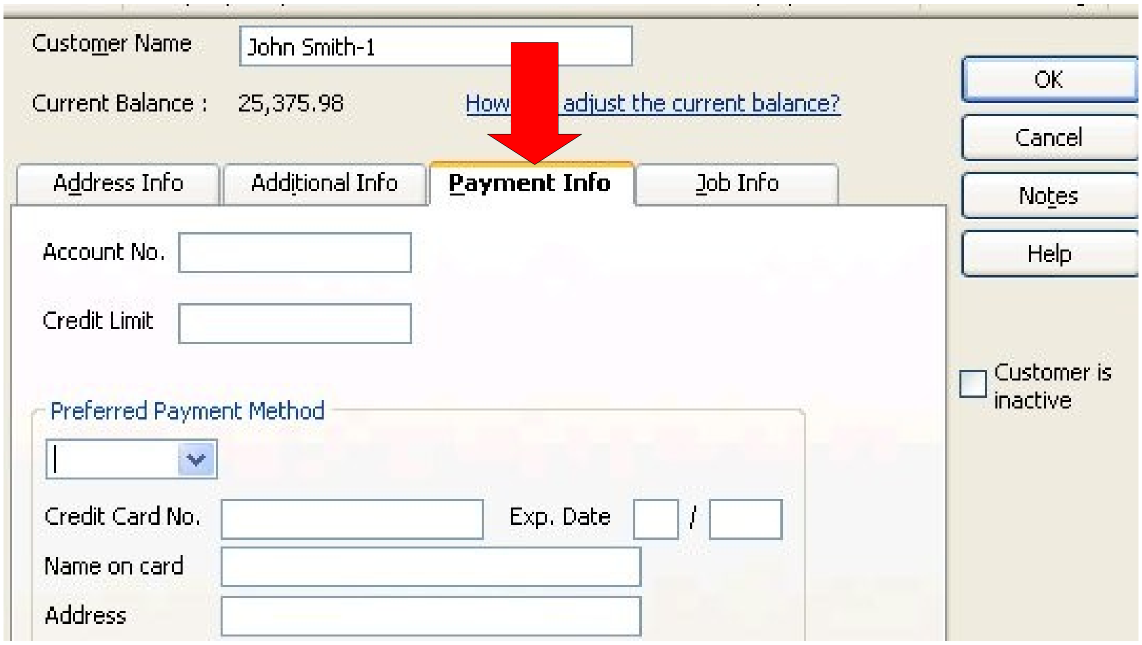
Customer Details

1. To view customer's details in the **QuickBooks**, click the **Customer Center** icon in the upper panel.

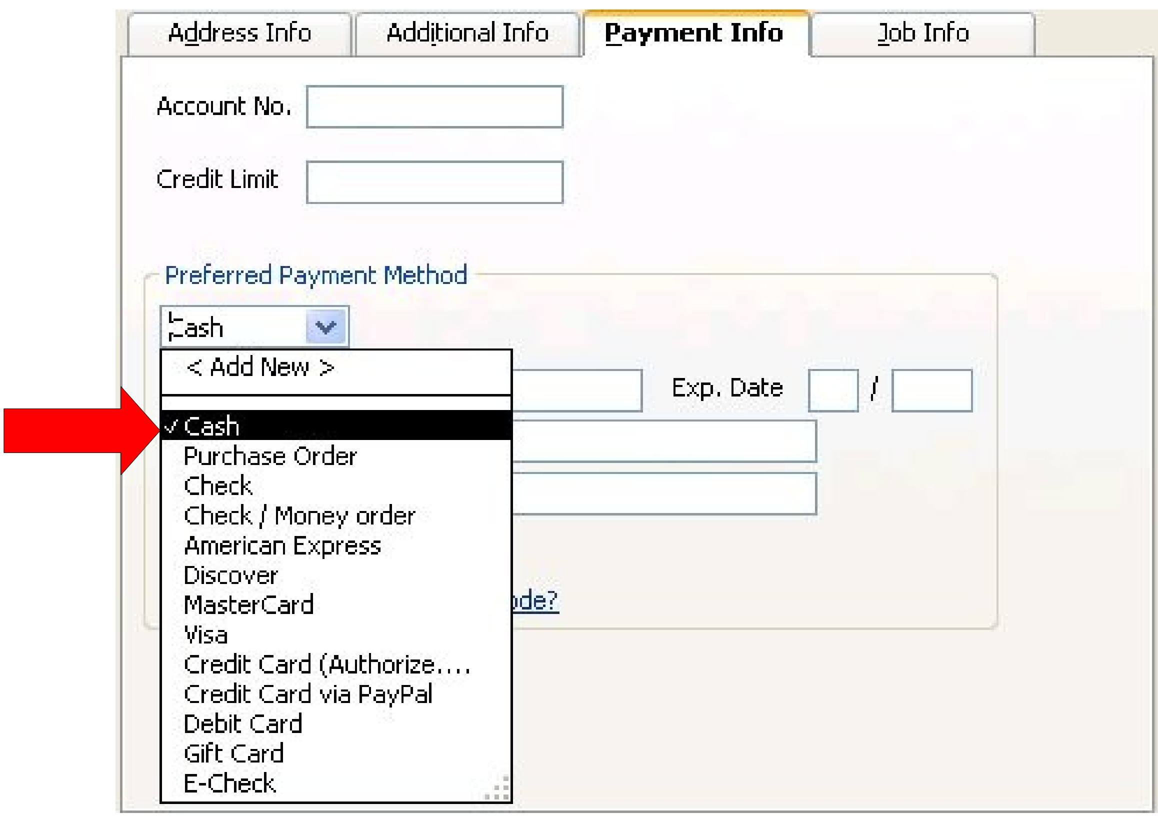


***Note**: Pay attention to the customer's name - it contains a number. This number is the customers ID on the website. Attaching the customer's ID to its name in the QuickBooks after synchronization helps to avoid mess in the similar customers names.*

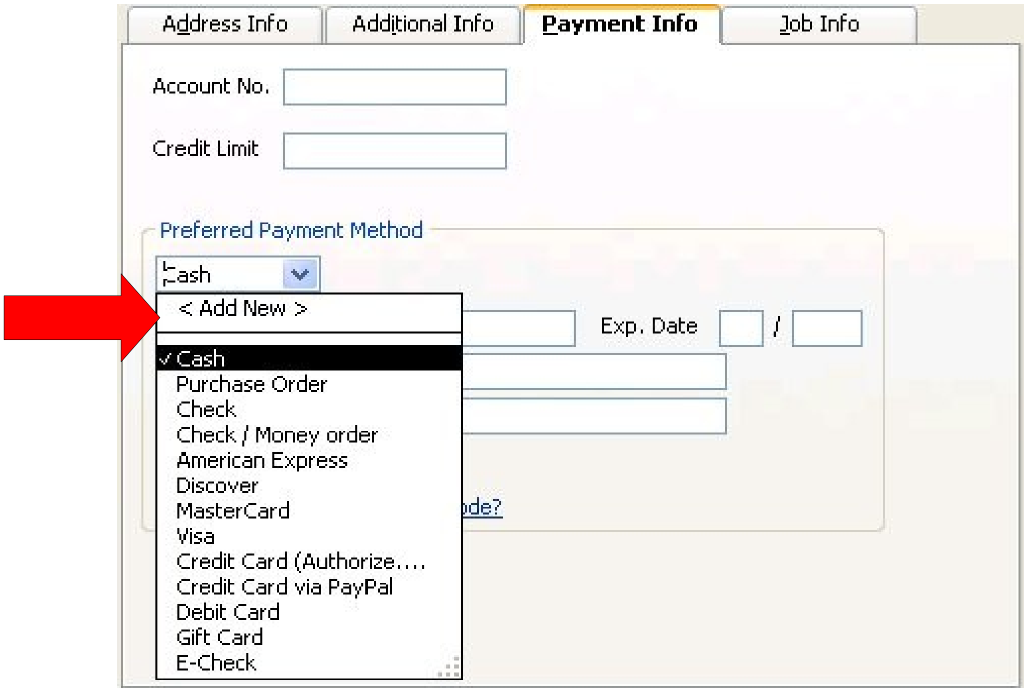
From the customer's edit mode please check or add preferred payment method the same one which is used on site. Open the **Payment Info** tab, first:



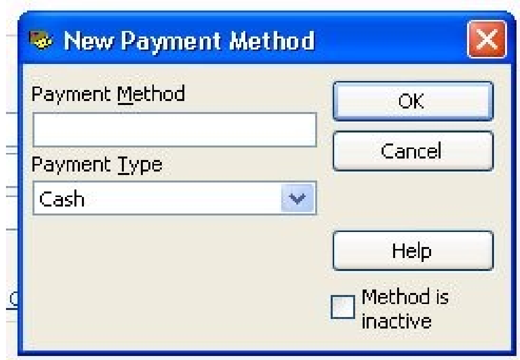
Then, from the **Preferred Payment Method** list select payment method which is used on website:



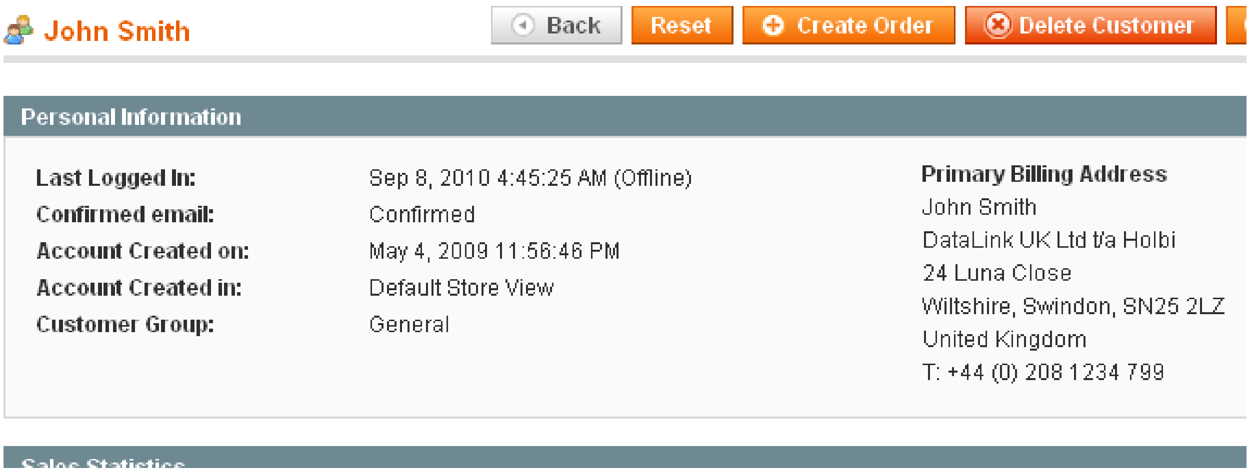
If there is no such a method, you can use the **<Add New>** feature.



Specify **Payment Method** and **Payment Type**, and then click **OK**.



4. After viewing of customer's details in the QuickBooks, go to the Magento web-site (Administrative part).
5. Click the **Customers** link in the upper panel and select **Manage Customers**.
6. From the Customers page select a record in the list and click the **Edit** button.
7. Here you can view customer's details to make sure that all information was downloaded to QuickBooks properly.



20. When you finish working with QuickBooks Connector, right mouse click on the Web DataLink icon in system tray and select **Exit** item.

21. Answer “Yes” in the message appeared on the screen to confirm exiting of the program.

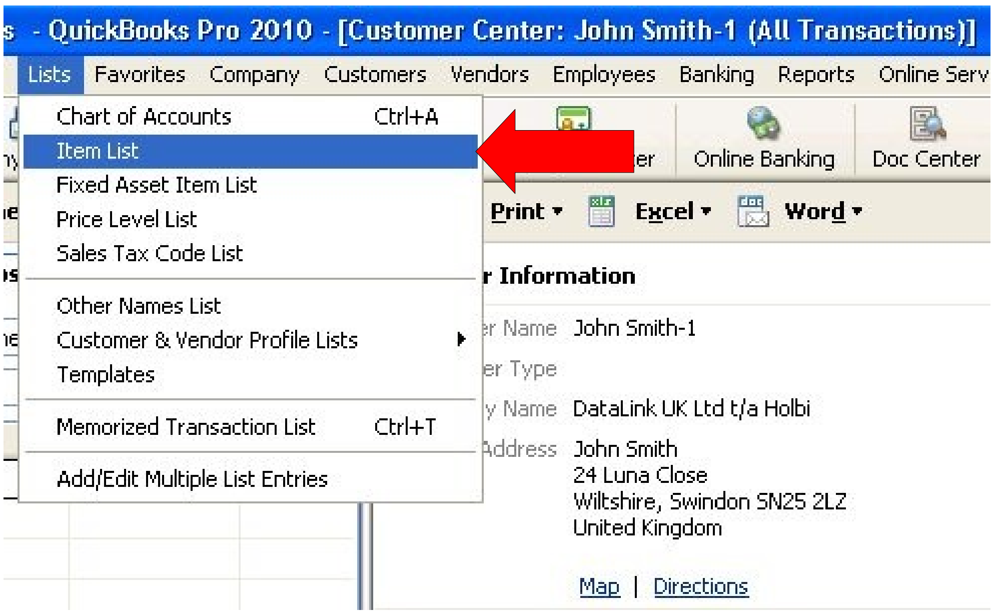
Inventory

NOTE: Inventory is an additional functionality.

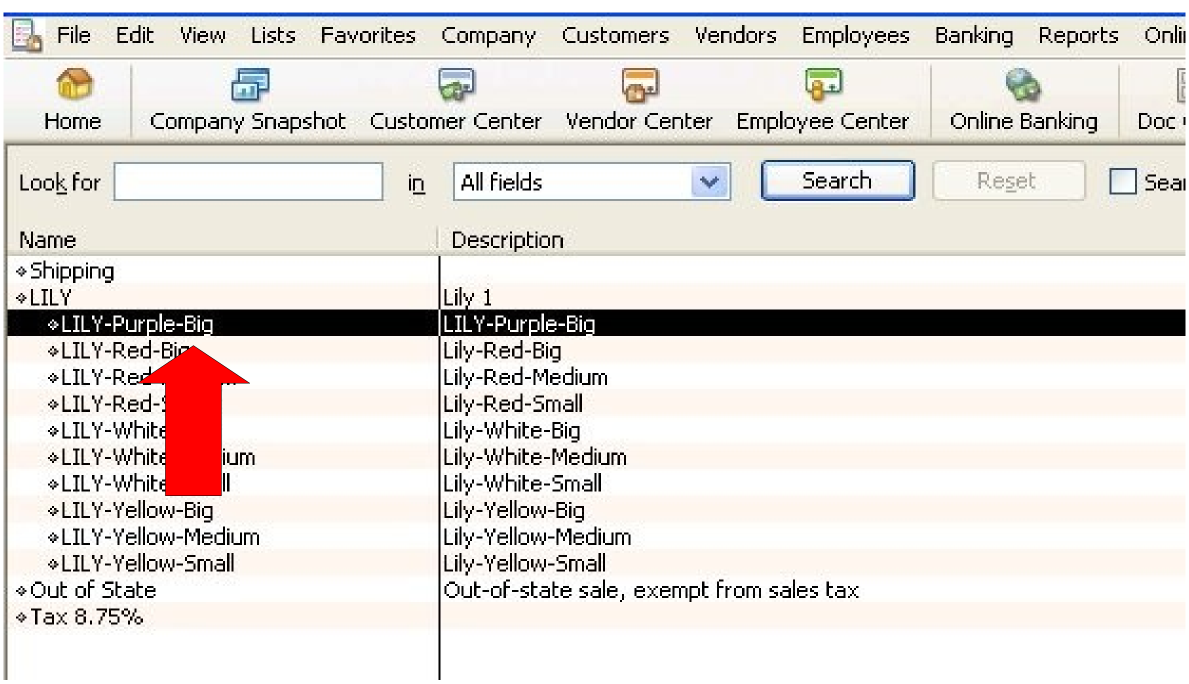
Products Variants (options) are created in QuickBooks according to the following model:

Product Name – Color – Size

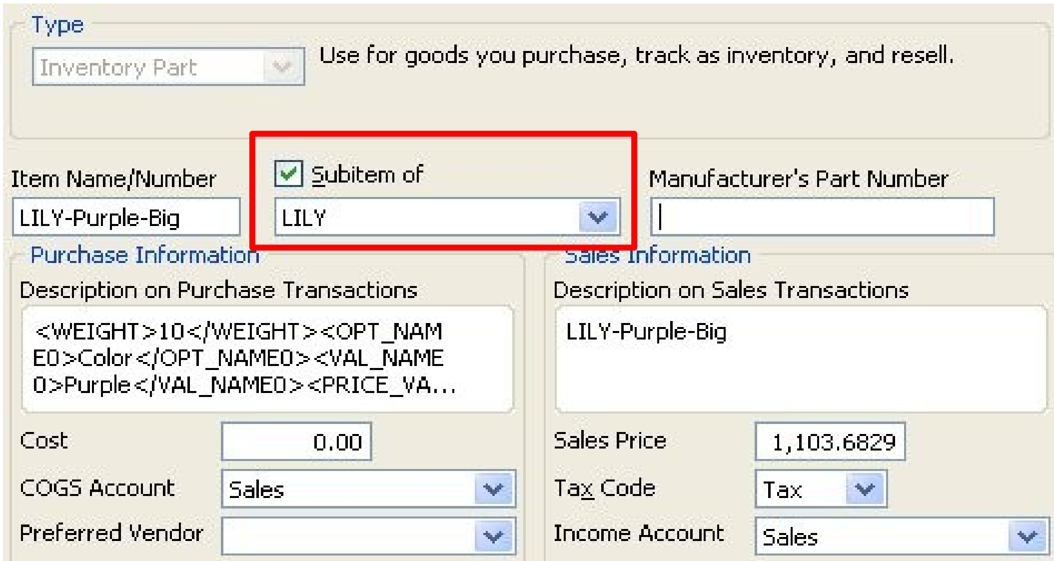
Go to QuickBooks > **Lists > Item List** page:



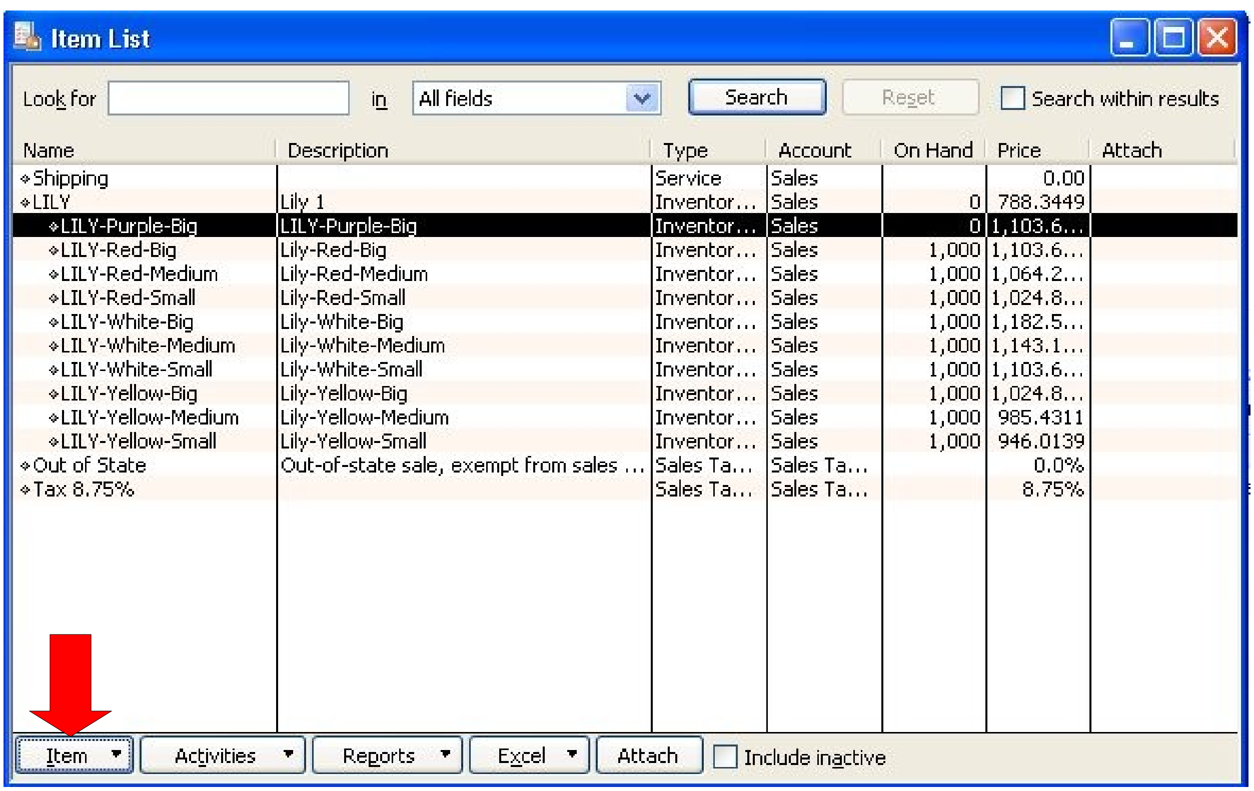
Select product's variant and double click it to open in edit mode:



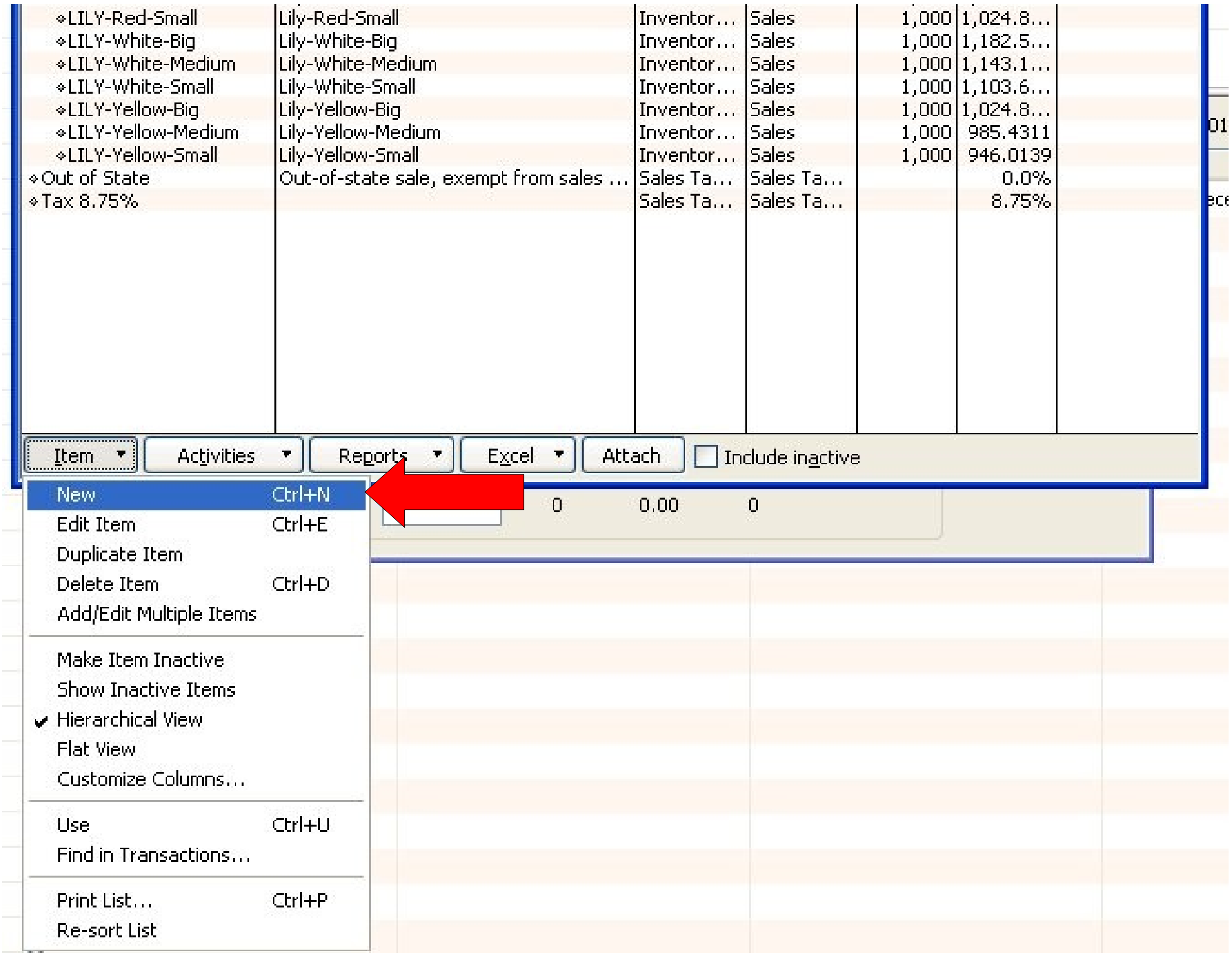
You will find that each variant is marked as “sub-item of” some parent product. For that a special checkbox is selected. For example, **sub-item of LILY**:



You can create variants from this page using the **New** button. Go to the **Item List** window again and click the **Item** button at the bottom of this window:

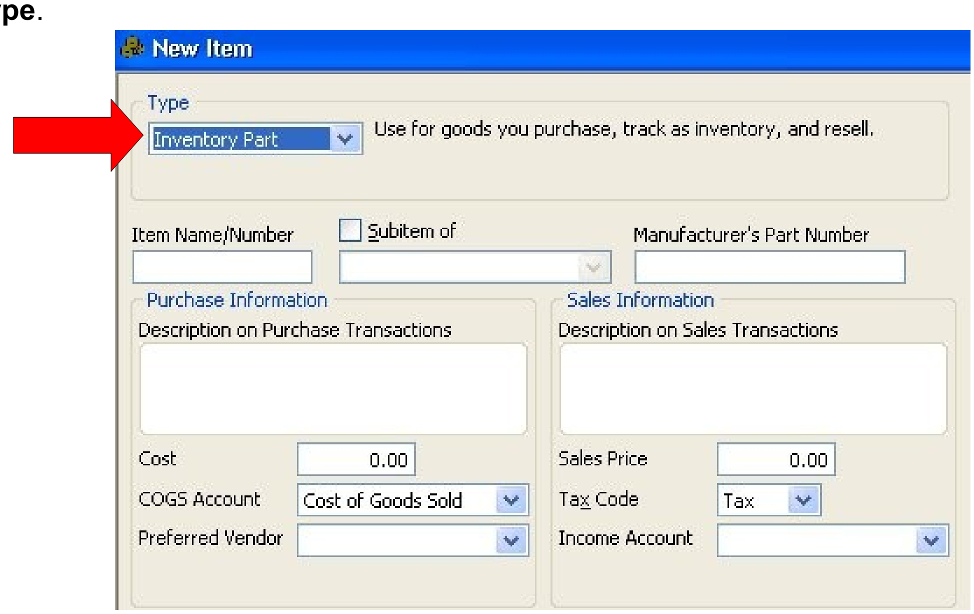


Select **New**.



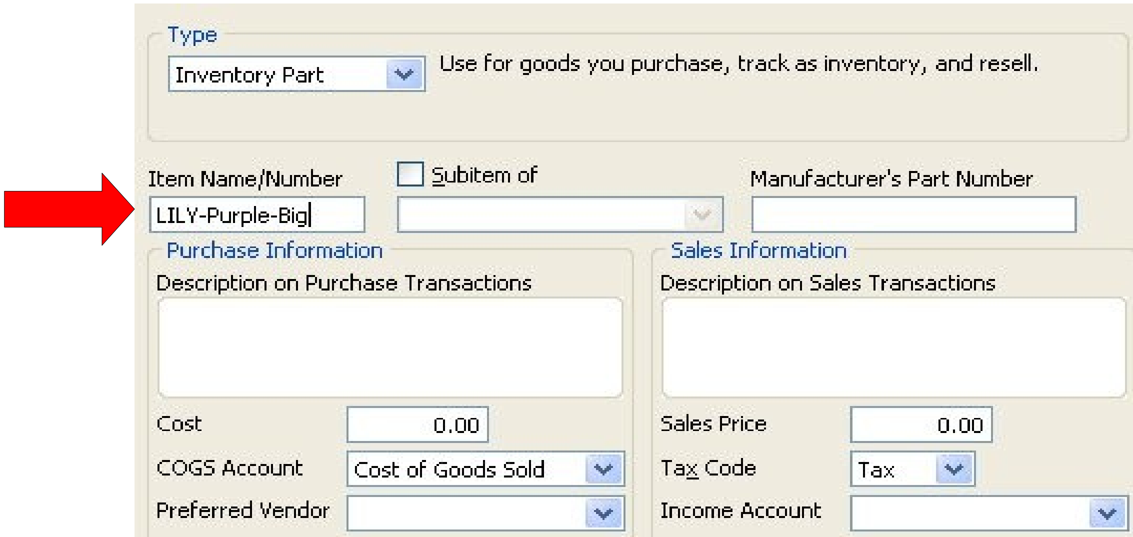
Step 1:

Select **Type**.



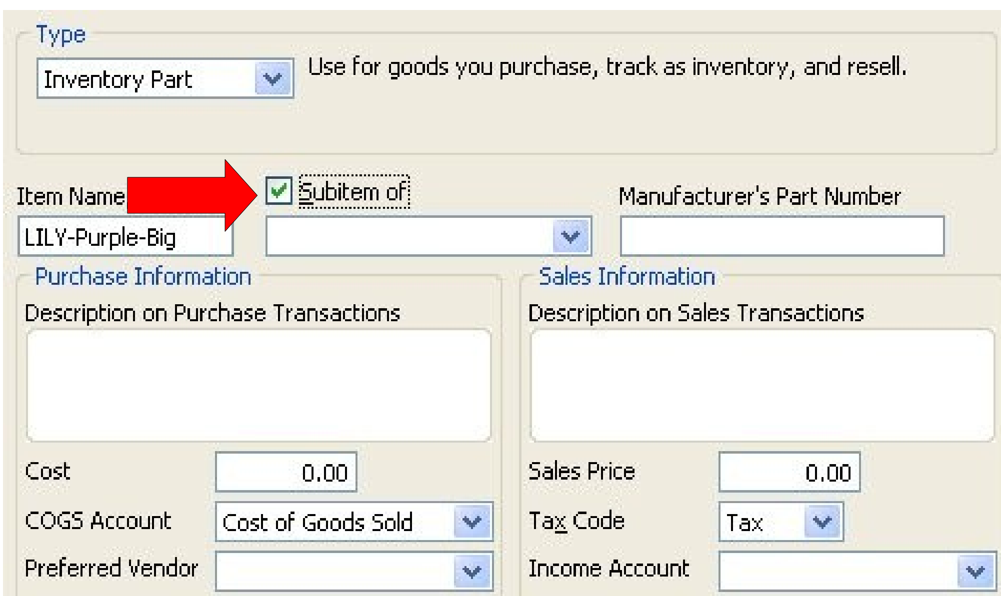
Step 2:

Specify **Item Name/Number**.



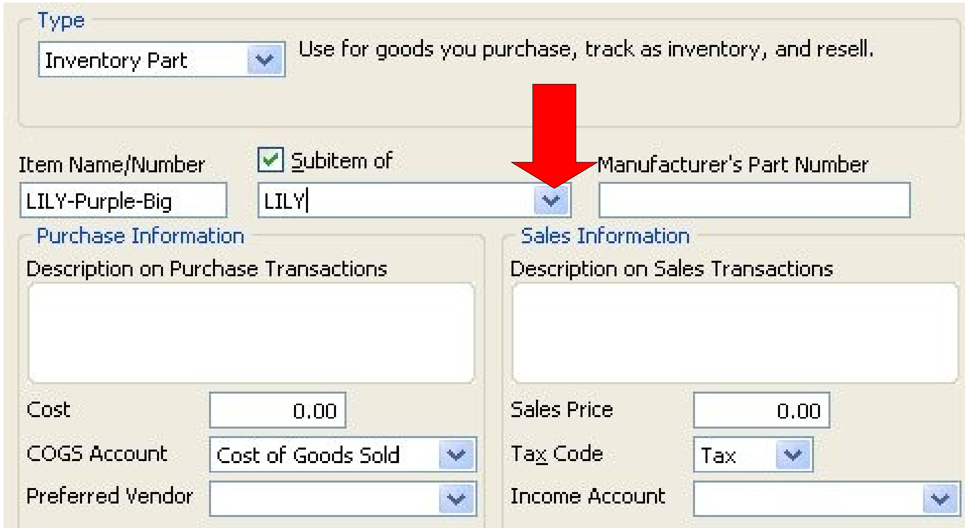
Step 3:

Select the **Subitem of** checkbox.



Step 4:

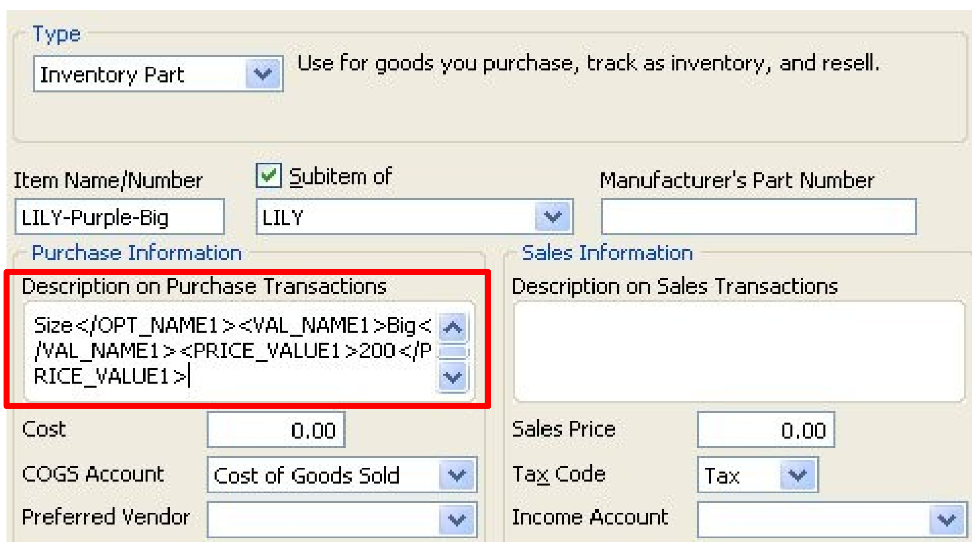
Select a parent item from dropdown.



Step 5:

In the **Description on Purchase Transactions** field, specify the following text-code, for example:

<WEIGHT>10</WEIGHT><OPT_NAME0>Color</OPT_NAME0><VAL_NAME0>Purple</VAL_NAME0><PRICE_VALUE0>200</PRICE_VALUE0><OPT_NAME1>Size</OPT_NAME1><VAL_NAME1>Big</VAL_NAME1><PRICE_VALUE1>200</PRICE_VALUE1>

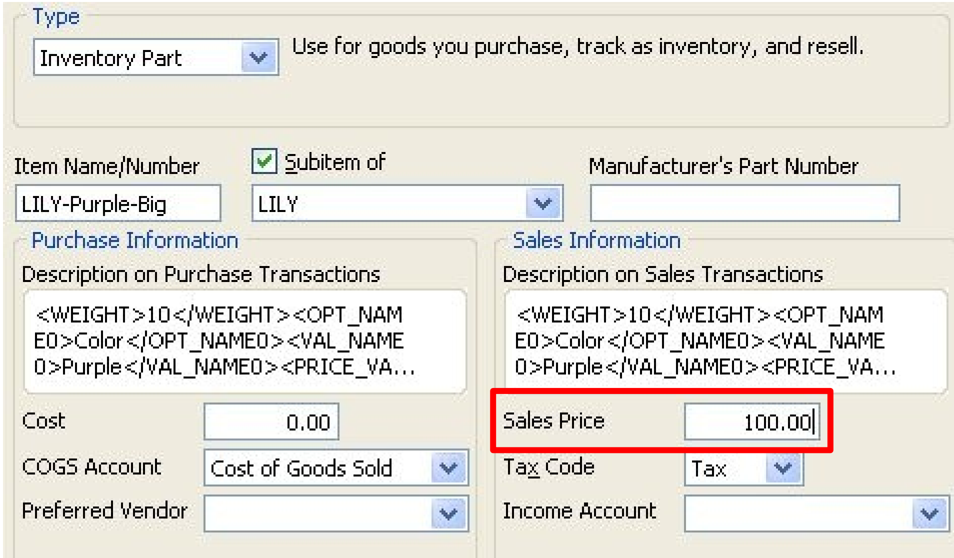


The following values are highlighted in red:

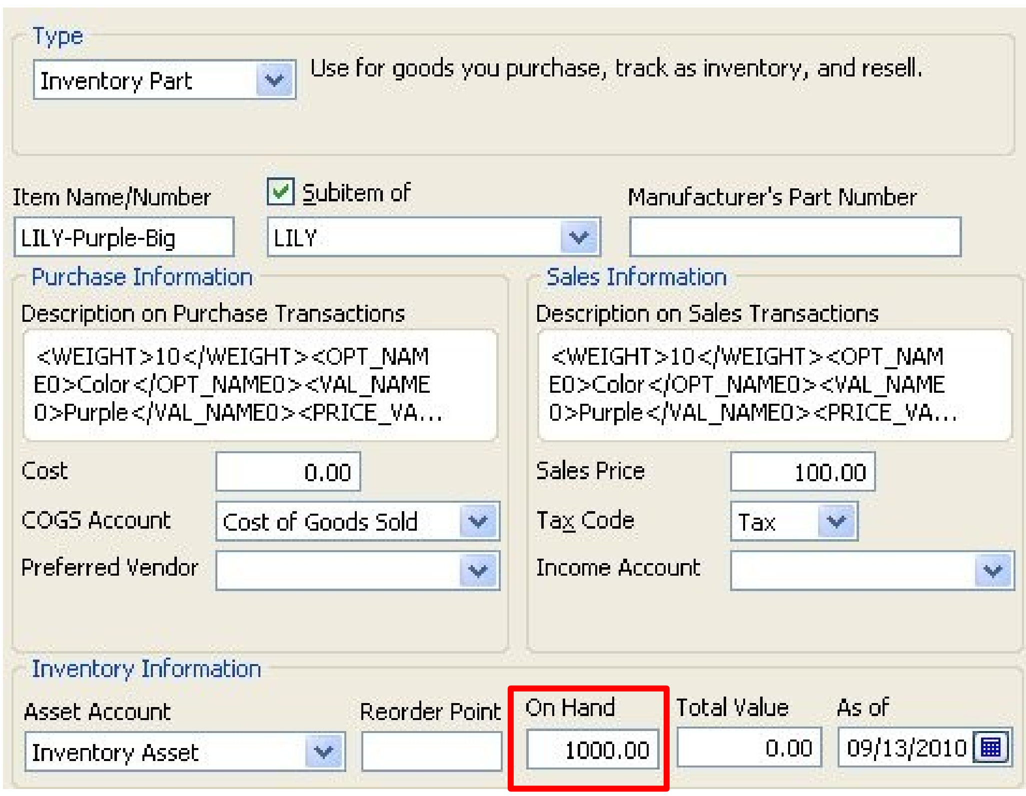
<WEIGHT>10</WEIGHT>	- option's weight
<OPT_NAME0>Color</OPT_NAME0>	- 0 option's name
<VAL_NAME0>Purple</VAL_NAME0>	- 0 option's value
<PRICE_VALUE0>200</PRICE_VALUE0>	- 0 value price
<OPT_NAME1>Size</OPT_NAME1>	- 1 option's name
<VAL_NAME1>Big</VAL_NAME1>	- 1 option's value
<PRICE_VALUE1>200</PRICE_VALUE1>	- 1 value price

This code is necessary for Connector to create attributes (options) on site and connect them to

Inventory. You can also specify **Sales Price** for this variation/option:



And specify the **On Hand** value which means quantity:



NOTE: Parent Products also contain such a code in their Description fields. It looks like:

<DESC>Lily Description1</DESC><IMAGE>lilys.jpg</IMAGE><CAT>6</CAT><ID>9</ID><WEIGHT>10</WEIGHT>

Where <CAT>6</CAT> – is category's ID; and <ID>9</ID> – is product's ID.