QuickBooks Integration

Purpose:

NEX uses the QuickBooks API to integrate seamlessly for accounting and eliminate duplication. Data entry is made on NEX and linked to QuickBooks. This document explains how NEX and QuickBooks interact as well as instructions on how to configure your systems for this integration.

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1.0 NEX & QuickBooks Synch

Where you enter information:

	NEX	QB
Prospects & Customers	✓	
Suppliers	✓	
Payment terms, credit lines	✓	
Products	✓	
Sales orders and opportunities	✓	
Purchase orders	✓	
Shipments	✓	
Customer invoices	✓	
Supplier invoices	✓	
Customer payments	✓	
Deposits	✓	
1 Deposit for multiple customers		✓
Commissions	✓	
Accounts Receivable	✓	
Inventory	✓	
Service tickets	✓	
Recurring billing	✓	
Sales and forecast reporting	✓	
Document storage	✓	
Supplier Debit/Credit notes [does not send to QuickBooks, and must be entered manually]	✗	✗
GL Chart of accounts		✓
Journal entries		✓
Bank reconciliation		✓
Remitting Taxes		✓
Payroll		✓
Paying Suppliers		✓
Financial statements		✓

IMPORTANT: For transactions that originate from NEX, all changes must be done in NEX, not QuickBooks. NEX updates QuickBooks.

2.0 What you configure on QuickBooks

1. If you have multiple companies on NEX, QuickBooks requires a separate instance for each company.
2. If you are just starting with QuickBooks, do not setup customers, supppliers, and products. They will be added by NEX every time there is a transaction that includes them.
3. Setup your:
    a. GL accounts
    b. Tax codes
    c. Banks
    d. Payment Methods
    e. If using classes OR Locations, then set up the list.
4. IMPORTANT: Remove automatic credit setting by following the below steps:
    a. Go to Settings ⚙ and select Account and settings.
    b. Select Advanced tab.
    c. Select Edit ✎ in the Automation section.
    d. Remove Automatically apply credits.
    e. Click Save, then Done.

3.0 Setting-up NEX & QuickBooks

NEX requires the **QuickBooks administrator** username and password for QuickBooks to integrate to QuickBooks.

3.1 Connecting to QuickBooks

1. **Enable the QuickBooks API:** Go to Preferences→ Settings→ API panel (3), and ensure that "Use QuickBooks API" is set to YES
    a. If you want to send Locations (ex Divisions) to QuickBooks then enable "Send Buying Group". See section 3.2 for more information.
        i. *Note for customers who want to send Classes instead of Locations, please contact NEX and refer to section 3.3 for more information.*
2. **Connect QuickBooks to your Company:** Go to Preferences→ Company Profile(s) and select your company.
    a. Navigate to the Account API Panel (panel 5) and check the box "Use QuickBooks API".
    b. The following should be populated for you already. If not, **please contact NEX**.
        i. Client ID
        ii. Client Secret
        iii. Redirect URL
    c. Complete the above steps for each NEX company you want to connect to its QuickBooks account. If any fields are blank, please contact NEX.
    d. Click "Connect to QuickBooks".
        i. You will be redirected to a new page requesting that you grant NEX access to QuickBooks.
        ii. Please ensure to use your **administrator** username and password to connect.
3. After logging in, you will be redirected to NEX. Click "Test QuickBooks" connection and ensure it is successful.
4. If the connection to QuickBooks expires, repeat step 2d above.

3.2 Sending Locations (Divisions)

If you want to send Divisions to QuickBooks with customer and supplier invoices (at the invoice level), you can do so by enabling the "Send Buying Group" in the QuickBooks API section of the Settings.



Figure 1: QuickBooks API

IMPORTANT: To use this feature, you must enable "Track Locations" and select Division in QuickBooks.

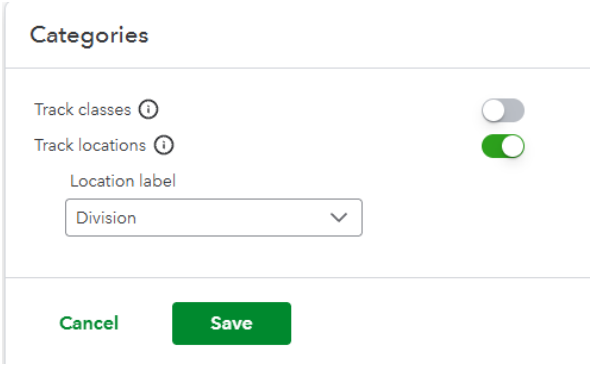


Figure 2: QuickBooks Track Locations

In NEX Buying Group system table

1. The Buying Group name must be an exact match to the division label in QuickBooks.
2. You must click “synch with accounting” to get the accounting ID from

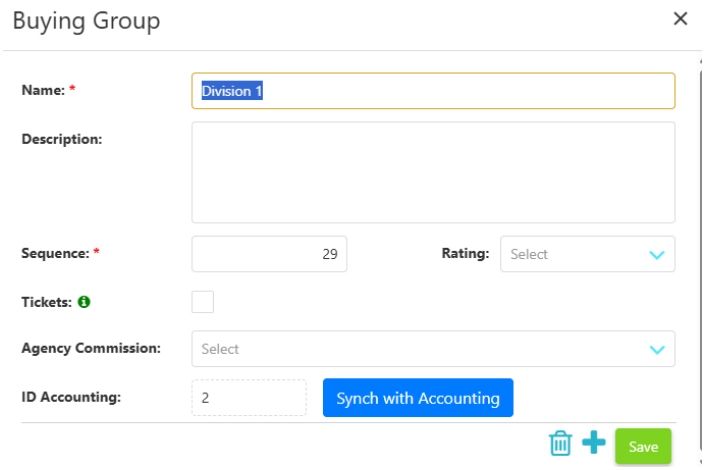


Figure 3: Synch Buying Group with QuickBooks

3.2.1 How it works

Customer Invoices:

- If SO invoice, NEX sends the invoice with the buying group of the sales order (Source=SO, SOPT)
- If manual or recurring invoice, i.e. from company profile (or any other kind of invoice), NEX sends the invoice with buying group from company profile (Source=Customer, Recurring, Service)

Supplier Invoices:

- If SO-PO invoice, NEX sends the invoice with the buying group of the sales order (Source=SO, POPT)
- If PO Invoice, NEX sends the invoice with the buying group of company profile (Source=PO, Independent PO)
- If manual invoice, NEX sends invoice with buying group from company profile (source = SUPPLIER)

3.3 Sending Classes

If you want to send Classes to QuickBooks with customer and supplier invoices (at the invoice level), you must request this functionality from NEX.

IMPORTANT: To use this feature, you must enable "Track Classes" and select One to entire transaction in QuickBooks.

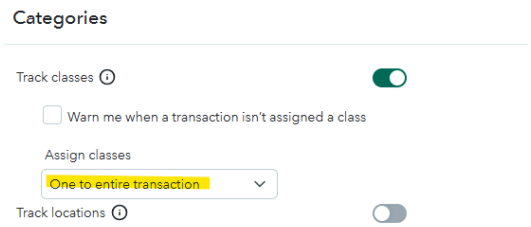


Figure 4: QuickBooks Track Classes

In NEX Buying Group system table

3. The Buying Group name must be an exact match to the class label in QuickBooks.
4. You must click "synch with accounting" to get the accounting ID from

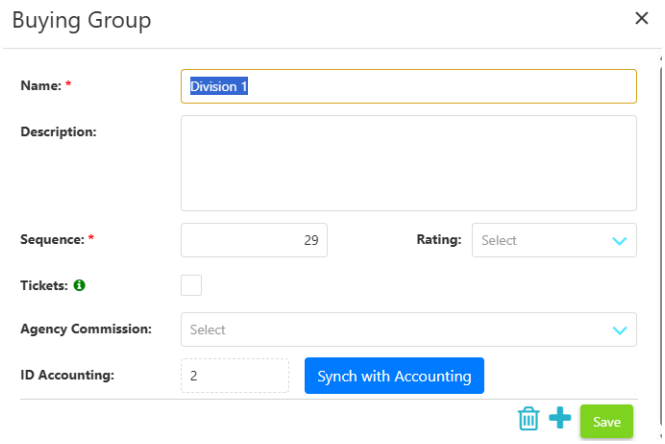


Figure 5: Synch Buying Group with QuickBooks

3.3.1 How it works

Customer Invoices:

- If SO invoice, NEX sends the invoice with the buying group of the sales order (Source=SO, SOPT)
- If manual or recurring invoice, i.e. from company profile (or any other kind of invoice), NEX sends the invoice with buying group from company profile (Source=Customer, Recurring, Service)

Supplier Invoices:

- If SO-PO invoice, NEX sends the invoice with the buying group of the sales order (Source=SO, POPT)
- If PO Invoice, NEX sends the invoice with the buying group of company profile (Source=PO, Independent PO)
- If manual invoice, NEX sends invoice with buying group from company profile (source = SUPPLIER)

3.4 Multi-Currency

If using multi-currency QuickBooks, ensure to check the multi-currency checkbox in panel 5 and to configure the following:

1. The Our Company currency in panel 1 must match your QuickBooks company currency.
2. Exchange rates need to be configured under Preferences→TOOLS→ Exchange rates.

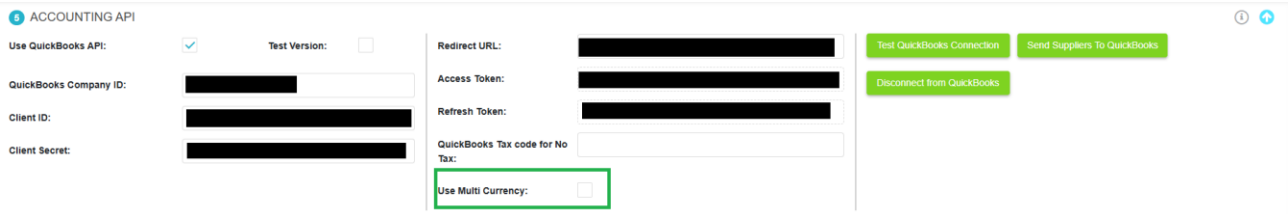


Figure 6: Multi-Currency

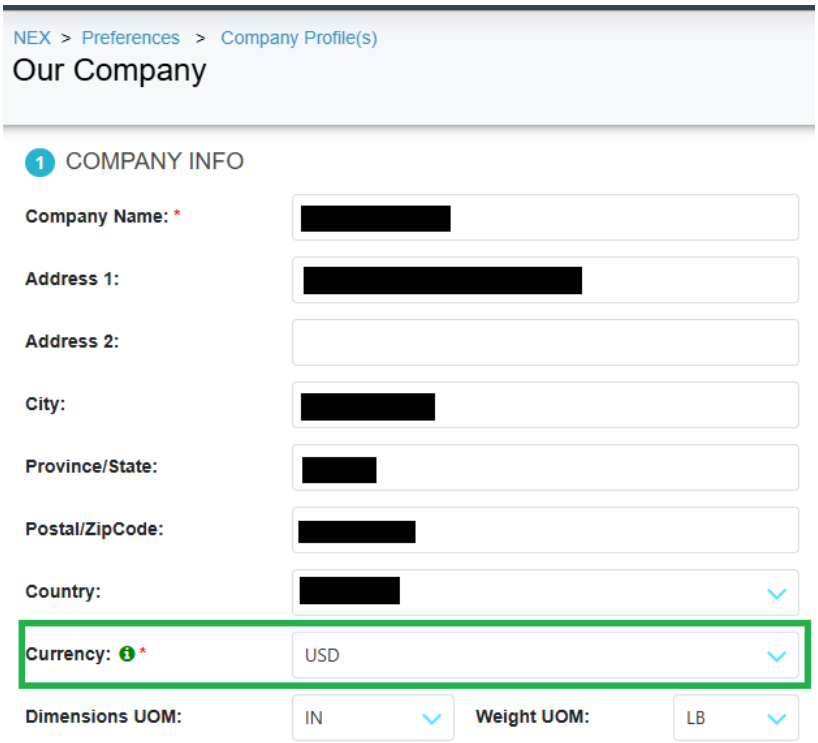


Figure 7: Our Company Profile Currency

3.4.1 How Multi-Currency Works

When using multi-currency QuickBooks, NEX will compare the invoice currency to your Our Company currency (see figure 2). If the currencies are different, NEX will send the invoice to QuickBooks with the exchange rate you setup in NEX.

If no exchange rate is configured, QuickBooks will return an error.

3.5 Accounting Configurations

IMPORTANT NOTE ON TAXES: NEX tells QuickBooks if there are taxes or not when an invoice is sent. QuickBooks will recalculate the taxes according to this. Therefore, it is **very important** that you configure the tax % in NEX the same as is configured in QuickBooks. If they do not match, then the invoices will not match.

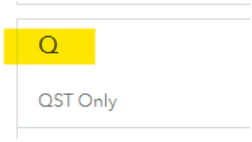
3.5.1 Tax Codes for Canadian QuickBooks

If you have the Canadian version of QuickBooks, you need to configure your tax codes from QuickBooks in NEX. Please refer to section 3.5.2 for setting up Tax Codes for U.S. QuickBooks.

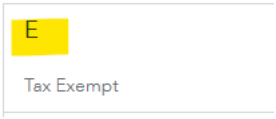
Get Tax Codes from QuickBooks (CANADA)

1. In QuickBooks, navigate to Sales Tax on the left hand side
2. Click "Manage Sales Tax" on the top right
3. Click on "Group rates" on the top left
4. This is a list of all your tax codes for the related tax agencies and provinces.

For example, in the below screenshot "Q" would be the tax code used for QST only



Tax-exempt code:

1. In NEX, Navigate to Preferences→ Company Profile(s)→ Select your company→ Accounting API panel (panel 5) and set the QuickBooks tax exempt code in the *"QuickBooks Tax Code for No Tax"* field.
2. **This is identified in QuickBooks as "Tax Exempt"**. In the below example screenshot, the "QuickBooks Tax Code for No Tax" would be "E":
   a. 

Group tax code names:

1. In NEX Navigate to Preferences→ Countries & Taxes→ Countries→ Canada.
2. Go to the Provinces/States panel and click on each province/state to edit.
3. Add the API Code(s) for the provinces/states
   a. The province API codes can be found in the QuickBooks left menu → Taxes→ Manage Sales Tax→ Group Rates

3.5.2 Tax Codes for U.S. QuickBooks

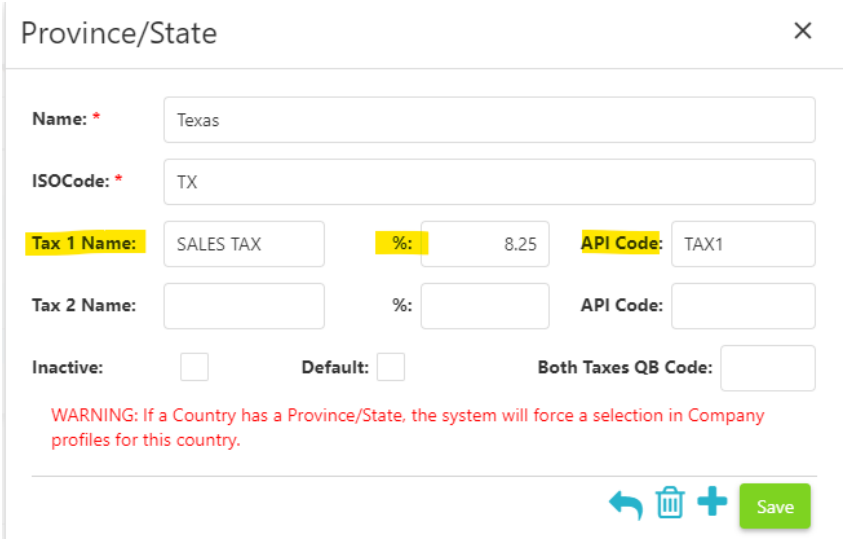
Configure Taxes in NEX

1. Navigate to Preferences→ Countries & Taxes→ Countries→ United States.
2. Go to the Provinces/States panel and click on the state name to edit.
3. A popup will appear as per the screenshot below.
4. Enter the Tax 1 Name (example "Sales Tax"). This is what will print on your invoice as the tax name.
5. Enter the % for that tax

6. For the API Code enter TAX1
7. Repeat the above for each state

Note: You can configure 2 taxes. In such a case use TAX2 as the API Code in the second tax. If you configure 2 taxes, then both will print on your invoices.

IMPORTANT: If you have an order (or product) that is tax exempt, you will need to tax exempt BOTH taxes, as QuickBooks does not allow you to tax exempt only one tax. Therefore the invoice will be accurate in NEX but not in QuickBooks.



3.5.3 Import your GL Accounts:

1. Import your GL Accounts from QuickBooks to NEX by navigating to Preferences→ Products & Services→ GL Accounts
2. In the header click "*Bring GL Accounts from API*".
    a. This will only bring the GL accounts of your Default company
    b. Every time you click this button NEX will add the GL accounts. If you have multiple companies in NEX it will bring the GL accounts of the Default company that were not previously added. Once the account are in NEX they are linked to QB. Changes in the account name or number on one side does not update the other but they remain linked.
    c. The GL accounts are separated by type into Expense / Income.
    d. The COGS accounts are among the Expense accounts in the NEX list.
    e. If you have multiple companies, you only have one set of GL accounts in NEX for all your companies. This means that the income and expense accounts for products must be the same for all your separate companies on QuickBooks.
    f. The GL income and GL expense accounts need to exist with the same exact name in all your QuickBooks companies linked to one NEX system. NEX will expose the GL Accounts from the Default Company but also pick up the internal QuickBooks IDs for them from the other connected companies.

3.5.4 Banks

1. Banks are configured under Preferences→ Company Profile(s), select your company and navigate to the Banks panel (panel 3).
2. Enter the bank information and ensure that the bank names are ***identically spelt*** in both NEX and QuickBooks.
3. Once this is done, for each bank, click the "*Synch with accounting"* button on the Bank profile. This will bring the code from QuickBooks. If you don't get the code, it means that the Bank names are not identical.

3.5.5 Products

In each product define a GL income account and/or a GL expense or COGS account. GL accounts are sent to QuickBooks with the products when NEX adds the products to QuickBooks.

1. Navigate to the Product Profile→ Description panel (panel 4). Select the income and COGS/Expense GL accounts respectively.
2. To bulk update a list of products' GL accounts, go to Products→ Products
3. Select the products you wish to update (click the checkbox on the left).
4. In the Product Management drop-down menu (top of grid), select the "Bulk Update" option.
5. Using the drop-down menu select GL Income (or Expense) Account, select the account using the second drop-down menu and click "Update Selected Products."

3.5.6 Payment Methods

1. Payment Methods are configured under Preferences→ Sales & Purchases→ Payment Methods.
2. Enter the payment method name and description. The payment method(s) name must be ***identically spelt*** to the one in QuickBooks.
3. Click "Synch with Accounting" to get the ID Accounting from QuickBooks.
    a. For example, the below should exist with the exact same spelling in QuickBooks
        i. Cheque
        ii. Wire Transfer
        iii. Credit Card
        iv. Credit

4.0 NEX Sends to QuickBooks

IMPORTANT: For any transaction that originates from NEX, all changes must be done in NEX, not in QuickBooks. Changes are done in NEX and NEX will update QuickBooks.

4.1 Products

A **Product** is sent to QuickBooks when you save a product profile in NEX.

1. QuickBooks sends a unique code (Link) which will be stored on NEX for each product added by NEX in QuickBooks.
    a. To remove this unique code and the link between NEX and QuickBooks you can click on the *"Remove Accounting link"* button found in the Controls panel (panel 3) of the Product Profile.
2. NEX products will be setup in QuickBooks as non-inventory products. Inventory is managed on NEX. If you are not using NEX inventory and need the products on QuickBooks to be inventory you can change them manually in QuickBooks.
3. Service items on NEX will be setup as service items on QuickBooks.
4. If you have multiple companies in NEX, the Products will be sent to all your QuickBooks accounts registered to this system.
5. If the product update fails for any reason NEX will display the error message from QuickBooks for the user to resolve.
6. If you delete a product in NEX or make it inactive, it will not change on QuickBooks.
    a. If you delete a product in QuickBooks after it was submitted from NEX you will end up with an "orphan" Accounting link on NEX and it cannot be resubmitted to QuickBooks (you will get an error from QuickBooks). You will have to go to the product profile on NEX to remove the link so that NEX can get a new one from QuickBooks when you resubmit this product.
7. **Important note about products:**
    a. QuickBooks does not allow you to create 2 products (or customers) with the same **name**.
        i. In NEX, we allow this. I.e. you can have 2 products with the same name as long as they have different product codes.
        ii. When NEX sends a transaction to QuickBooks and the product (or customer) do not have a QuickBooks ID we create the product in QuickBooks.
        iii. If QuickBooks finds that it already has a product with this name, it will reject this new one. NEX will display that there is an error from QuickBooks with "Duplicate Name Exists"
        iv. To solve/avoid this problem, add something to the product name of the one with no QuickBooks ID for it to be created in QuickBooks and your transaction will go through.

4.2 Company

A **Company** with Type=**Customer** is sent to QuickBooks as a customer when you save a company profile in NEX.

A **Company** with Type=**Supplier** is sent to QuickBooks as a Supplier when you save a company profile in NEX.

1. QuickBooks sends a unique code (Link) which will be stored on NEX for each Company added by NEX in QuickBooks.
    a. To remove this unique code and the link between NEX and QuickBooks you can click on the *"Remove Accounting link"* button found in the Contact Info panel (panel 3) of the Company Profile.
2. If you want to link a company in NEX to an existing company in QuickBooks, ensure that the name in the NEX Company name field (found in the Company panel 1 of the Company profile) is **identical** to the one in the Company name or Display name field in QuickBooks.
3. If you have multiple operating companies in NEX, the Customer or Supplier will be sent to all your QuickBooks accounts registered on NEX.
4. NEX does not send "Prospects" to QuickBooks.
5. **QuickBooks does not accept a customer with the same name twice.**
    a. We allow this in NEX because a company with the same name can exist with a different address.
    b. To get this accepted by QuickBooks, modify the company name in NEX (ex: Include the city or province in the name) which will create a new customer in QuickBooks. You can use the NEX copy function for this. You can change the printing address on NEX, such that the name appears correctly on documents.
6. **NEX allows transactions for the same customers in different currencies, but QuickBooks does not.**
    a. If you are using multicurrency in QuickBooks, create a customer in NEX for each currency (ex: You can add USD or CAD to the name) which will create a new customer in QuickBooks. You can use the NEX copy function for this. You can change the printing address on NEX, so the name appears correctly on documents.
7. If the company (Customer or Supplier) update fails for any reason NEX will display the error message from QuickBooks for the user to resolve. Do not send to NEX.
8. If you delete a Company on NEX or make it inactive, it will not change on QuickBooks.
    a. If you delete a company in QuickBooks after it was submitted from NEX you will end up with an "orphaned" accounting link on NEX and it cannot be resubmitted to QuickBooks (you will get an error from QuickBooks). You will have to go to the Company profile on NEX to remove the link so that NEX can get a new one from QuickBooks when you resubmit the company.

4.2.1 How NEX creates a Customer on QuickBooks:

NEX Field Name	QuickBooks Field Name	Comment
Name (company name)	Company Name	Quickbooks has a limitation of 50 characters. NEX will send a substring to 50 chars if needed
Name (company name)	Customer display name	Quickbooks has a limitation of 100 characters. NEX will send a substring to 100 chars if needed
Phone	Phone Number	
Internal Notes	Notes	
Address, Country, Prov/State/, Postal/Zip code	Billing Address	
		Currency Active is set to true Organization is set to true

To send all your suppliers on NEX that are not in QuickBooks to each QuickBooks company, go to Preferences→ Company Profile(s) and select your company profile. In the Accounting API panel (panel 5), click the button *"Send Suppliers to QuickBooks".*

4.2.2 Invoices & Payments

Add/Delete **Customer Invoice**:

1. When you click "Submit" on a customer invoice:
    a. A customer on an invoice not found on QuickBooks will be created on the QuickBooks company that is generating this invoice.
    b. The services come from the ones you add to the customer invoice.
    c. Products on an invoice not found on QuickBooks will be created on the QuickBooks company that is generating this invoice.
    d. Costs are not sent to QuickBooks because all your items are setup as non-inventory items.
2. If you unclick "Submit" on an invoice in NEX it will be deleted from QuickBooks.
3. **Exchange rate**: If you are using multicurrency and submit an invoice in a currency other than your QuickBooks home currency, make sure a valid exchange rate is active on NEX.
4. If you enter an invoice on NEX with zero amount and submit, it will not be sent to QuickBooks and marked automatically as paid in NEX.

Customer Credit

1. Works the same as a customer invoice when you click Submit or unclick Submit.

Customer payments

1. NEX adds the Customer Payment to QuickBooks when you save the payment on NEX.
2. NEX deletes a Customer Payment when you delete the payment on NEX. If the payment was reconciled in QuickBooks, it will not be deleted. You will have to delete it manually in QuickBooks.
3. Payments from the company profile not related to an invoice create a customer credit on NEX and QuickBooks
4. Payment methods are sent with the NEX payments if they have a QuickBooks ID.

5. **Customer payment deposits**: NEX creates the deposit to your bank account in QuickBooks unless the deposit is made to "undeposited funds". In this case you will make the deposit on QuickBooks as you would need for Multiple payments deposited at once.

Add/Delete **Supplier Invoice**

1. When you click "Receive":
    a. A supplier on an invoice not found on QuickBooks will be created on the QuickBooks company that is generating this invoice.
    b. Products on an invoice not found on QuickBooks will be created on the QuickBooks company that is generating this invoice.
    c. The services come from the ones you add to the Supplier invoice.
2. If you Unclick "Receive" on an invoice in NEX it will be deleted from QuickBooks.
3. **Exchange rate**: If you are using multicurrency, and "Receive" an invoice in a currency other than your QuickBooks home currency, make sure a valid exchange rate is active on NEX.

Taxes for Supplier Invoices

1. To calculate taxes on a supplier invoice, click "Calculate Taxes" on the supplier invoice page.
2. The information to calculate the taxes is taken from your company profile (Preferences→ Company Profile(s)→ Your company)
    a. Make sure the Province/State respects the ISO2 configuration
    b. Once the taxes are added to the supplier invoices, the button will change to "Remove Taxes"
    c. Once Taxes are added to a supplier invoice, taxes cannot be manually changed.
    d. The invoice will be sent to QuickBooks with taxes if Calculate Taxes button was used.
3. If taxes are manually entered in the TAX 1 & TAX 2 fields on the invoice, they will not be sent to QuickBooks and must be set in QuickBooks manually.

Supplier Credit & Debit notes *Synch not supported*

- Supplier Credit notes and debit notes can be created in NEX but are not sent to QuickBooks. When you click submit you will see a message advising that it has been submitted in NEX but not sent to QuickBooks. You can then apply the credit/debit note to a supplier invoice in NEX.
- However, in QuickBooks you will need to manually create the supplier credit/debit note and manually apply it to the invoice.

Supplier payments

1. NEX adds the Supplier Payment to QuickBooks when you save the payment on NEX.
2. NEX deletes a Supplier Payment when you delete the payment on NEX. If the payment was reconciled in QuickBooks, it will not be deleted. You will have to delete it manually in QuickBooks.
3. Payment methods are sent with the NEX payments if they have a QuickBooks ID.

5.0 To correct a customer or supplier with the wrong currency

- If using Multicurrency in QuickBooks, you are not allowed to change the currency field in QuickBooks once created.
- QuickBooks uses the customer or supplier currency to record invoices and not the NEX invoice currency.
- Here is the process to fix the company currency and invoices in QuickBooks
    1. Un-send all invoices for the customer, go to Orders, open Invoice, and click UNSEND
    2. Open QuickBooks and make sure there are no more transactions
    3. Go to the customer and click: Remove QuickBooks Link
    4. Make sure the Currency is set to USD
    5. Add USD in the Customer Name and Save
    6. Go to QuickBooks and make sure the new customer in the right currency was added.
    7. Go back to the orders and submit the invoices.

6.0 Recording Inventory in QuickBooks

- Set up in the Income Statement 2 accounts, one Opening inventory (debit balance), and one Closing inventory (credit balance).
- When you take your inventory count at the end of the month, make 2 entries:
    1. Transfer your opening inventory to your COGS, by Dt Opening inventory (I/S) and Ct Inventory (B/S)
    2. Record your closing inventory in COGS, by Dt Inventory (B/S) and Ct Closing inventory (I/S)
- This would be reversed at the beginning of every month and the entry would be repeated at every month closing.