FrameReady QuickBooks Integration Process

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Welcome to the FrameReady QuickBooks Integration Process

This PDF will give step by step instructions to complete the necessary steps within FrameReady to connect to your QuickBooks Online information. The purpose of this process is to create a method of understanding between FrameReady and QuickBooks when sending information between the two softwares. The information imported from QuickBooks into FrameReady is done to identify parts of a FrameReady invoice with matching components or information in QuickBooks. Thus, creating a FrameReady-QuickBooks *Dictionary*.

> **Important!** It is essential that all these steps are completed to ensure that you do not receive errors when pushing FrameReady invoices to QuickBooks.

Opening QuickBooks Integrations Settings

1. From the Main Menu, click the **Setup Data** icon (top right).

FrameReady

Point of Sale Software for the
Picture Framing & Art Industry
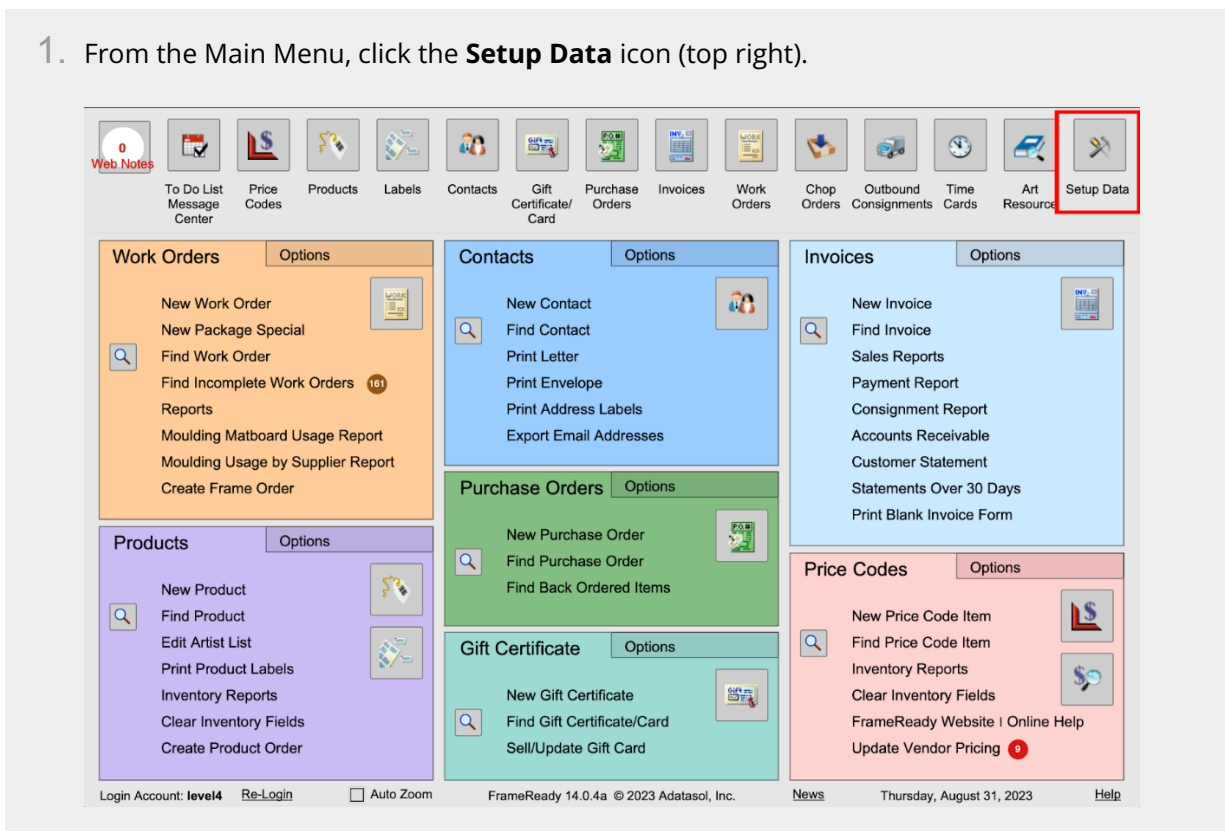
2. Select the **Fiscal** Tab and click the green **QuickBooks Integration Settings** button.

Reviewing the QuickBooks Integration Window

The most important thing you are looking for the first time to reach this window is the **License Authorized** green bar towards the left center of the window. Ịf you have properly completed the subscription process with FrameReady to have the QuickBooks Ịntegration you will see a green bar here.

Ịn the top right is the QuickBooks Ịntegration Settings. This is where the majority of the work will be done. Before we move there, we must first connect to QuickBooks.

Connecting to Your QuickBooks Online Account

FrameReady makes this as easy as possible with simple instructions on the screen to follow along to sign in and connect to your QuickBooks Online account. Start by selecting **Connect to QuickBooks** just under the Green License Authorized button.
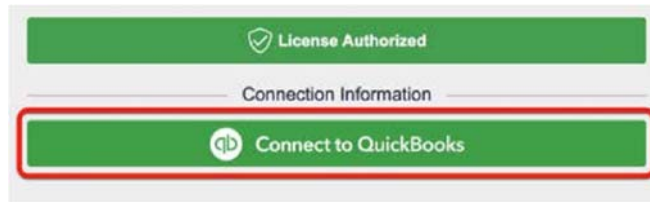
Follow the on-screen instructions to log-in and authorize FrameReady to have access to QuickBooks.

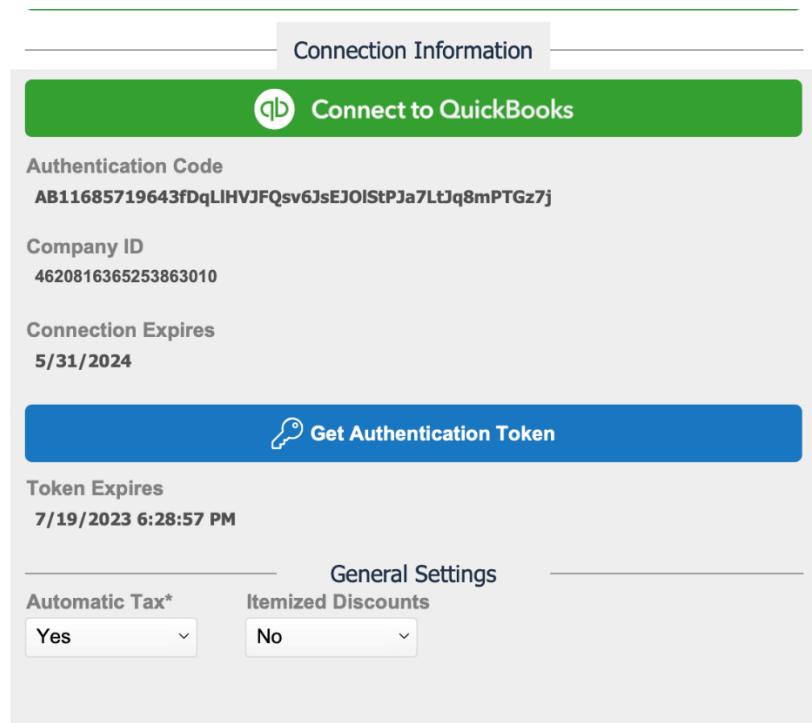You‚ll reach a screen that states that "FrameReady is now authorized to connect to the QuickBooks Online Account!„ Select **Complete** at the top of the window to continue.

Now you return to the QuickBooks Integration window, and you‚ll see a notification that your QuickBooks is Connected. Below that is a connection expiration and a token expiration.

FrameReady will automatically trigger new authentication tokens to quickly connect to QuickBooks when you open the software daily. This will ensure that when you push it has that temporary connection to QuickBooks and will be able to receive the information. Select the **Get Authentication Token** if the token is expired and has not refreshed on its own.

The connection expiration is how long QuickBooks will actively remain logged in. You may realize that you will need to annually log into QuickBooks to maintain this connection. You‚ll need to select Connect to QuickBooks and repeat the login process to maintain the connection.

General Settings to be Set Before You Begin

At this time, we would recommend that you adjust these settings to what is necessary for your business. See these notes regarding how the Integration is affected by these settings.

Automatic Tax

Leaving this setting to the default as **Yes** means that QuickBooks will automatically apply tax rates based on the items and the default tax settings there. Be aware that this could change a tax rate applied in FrameReady in the special cases of minor changes. This requires the least amount of work in the case that you have multiple tax rates that are required to be applied to an invoice.

Itemized Discounts

Almost everyone will want to have this set to **Yes**. This will tell QuickBooks that FrameReady will apply discounts on individual line items in the case of special work orders and clients with multiple discounts. If you offer line item discounts, it is also necessary to have Discount Items that you import during the integration process.

See the section Pre-Integration Checklist and Reviewing Your Categories section in this PDF for more details. [Note to Carl: Use links wherever possible, please.] [Will need to create PDF and store online first]

Importing Information from QuickBooks into FrameReady

1. Start by selecting the **gear icon** in the top right corner.

Important! To begin importing the data from QuickBooks to FrameReady, it is assumed that you have reviewed the QuickBooks Pre-Integration Checklist. If you have not, it is highly recommended that you **stop these steps** and ensure that this is completed first.

Main Sections of the Integration

The information collected from QuickBooks is broken down into five major sections:

1. Contacts

- Used to store previously entered contact information from QuickBooks. QuickBooks will not allow the duplication of records and the import process will try to match the imported records with records in FrameReady.

2. Chart of Accounts

- While not commonly used in FrameReady as it does not perform general bookkeeping, QuickBooks will use this information to ensure that funds are moved into the correct accounts when an invoice is pushed from FrameReady.

3. Items

- FrameReady will refer to these as **Categories**. Items are created in QuickBooks with the purpose of giving an umbrella term for the items that can be placed on a FrameReady invoice. They will also define discount percentages and tax exempt items from taxable items.

4. Tax Codes

- These will default after an invoice is pushed to QuickBooks based on the items selected for your line items, but FrameReady still needs to be able to define the tax rates on an invoice for QuickBooks or it will not push correctly.

- If you have selected Automatic Tax, this will not need to be imported into FrameReady.

5. Payment Methods

- These depend on your bookkeeping needs and will either be more detailed or simple depending on your business needs.

This is the only way that information is passed from QuickBooks to FrameReady. This integration is primarily a one-way process. If you make changes in QuickBooks, it is required that you remove the old information and reimport to ensure that it properly updates. FrameReady will only add information that isn,t already in the import if you do not remove the old information first.

Collecting this information from QuickBooks is the primary way to create the Dictionary used to translate both software for one another. It is done by applying a QuickBooks ID to every part that is imported from QuickBooks.

Shared Information on All Imported Records

As you can see in this Payment Method example, the three common fields that will appear on all records that are imported are **QB]D**, **Name**, and the **Active Status**.

QB]D is not commonly displayed in QuickBooks. One can often find this]D in the URL when you are reviewing contact records or other records in QuickBooks Online.

Name will define what specifically the record you are reviewing and is determined by what you enter into QuickBooks Online.

Active status determines if an item can be pushed from FrameReady to QuickBooks. QuickBooks will not accept an invoice with an inactive QuickBooks]D.

Navigating through QuickBooks Records

]n each section, you,ll be able to navigate between imported records.

1. **Current Record / Total in Current Found Set** - Defaulting when you open a section to the first record and the total number of records that have already been imported. Use the search to narrow the search as necessary.

2. **The Navigational Arrows** - The outside arrows will take to the first or last record in the current found set. The middle pair will move up or down a single record.

3. **Find** - Selecting this button will take you to a blank record that you can enter search parameters based on the details you are looking for.

4. **Find All** - Resets the found set to all records.

5. **Sort** - Brings up a new window to select which field will be used to sort the information in the current set and the method to sort it.

6. **List View / Form View** - When on the Form View, select this to go to a simplified list of the records in the current found set. When on List View, select to return to the last record viewed in Form View. You can also select the same icon next to a record to go to that specific record.

Importing Data from QuickBooks

This process is the same for all the sections. Go through each section and select **]mport** at the top of the Form View and it will connect to QuickBooks Online and retrieve the necessary information.
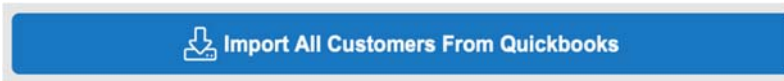
This can take seconds to minutes depending on how much information is being imported into FrameReady.

Review Imported Contacts

During the import process, FrameReady is also going to review your current contacts and seek out exact matches to the contacts from QuickBooks. At the bottom of each record is a space showing potential connections within FrameReady.

Ịf there is a match found naturally during the import process it will be listed in the Name or Company name section followed by a chain link icon.

When the icon is **Blue**, it requires manual connection. This means that it is recommended that these two contacts be linked because they could match, but it needs manual confirmation by the user prior to connecting them.

When the icon is **Green**, it is already connected to the FrameReady record.

Ịn the case that a recommended FrameReady contact is not found, but you would like to manually connect this QuickBooks contact to a FrameReady contact, there is a field under the label that you can enter the FrameReady ỊD for the Contact. Ịt will retrieve the name of the contact and there will be a Blue chain link icon. Select this to connect them and turn the icon Green.

> *Note: When importing contacts from QuickBooks, it is seeking exact matches. Ịf you have used a different case, added spaces, or other characters into the name or other fields the connection may not automatically be made. However, QuickBooks will not care about these when pushing information. So even if the case or spaces are different, QuickBooks will not allow duplicate*

Reviewing Chart of Accounts and Tax Codes

After the import, you do not need to make any adjustments to these sections in the İntegration. They will do their work behind the scenes and allow the invoices to be pushed properly.

Note: İf you have selected Automatic Tax, it will be unnecessary to import your Tax Codes or Rates.

Reviewing Payment Methods

Depending on the number of Payment Methods you have in QuickBooks, you will need to ensure that you match them to the FrameReady name for the Payment that will be used on the FrameReady invoice.

The FrameReady Values field can be filled with multiple payment methods that are used in FrameReady. İn the example above, this business will document each kind of Credit Card in QuickBooks. However, in FrameReady, you may select three different payment methods to explain the card that was used for a transaction. FrameReady functions use the Refund and Void Payment Method to instruct the İnvoice to keep proper track of the incoming and outgoing funds for each contact. QuickBooks will not use this, but will automatically revert an invoice to a Refund, etc. when there is an invoice with a matching payment method and balance. İt still needs to know that the payment was made using the appropriate credit card and the matching QuickBooks İD for the payment method.

QB ID
6

Name
American Express

Active | Deposit Account
Yes

FrameReady Values

AMEX
Refund - AMEX
Void - AMEX|

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Use enter after each Tender Name to add multiple payment methods to the FrameReady Values field. There is no limit to the number of FrameReady payment methods that can be connected to the QuickBooks Payment Method.

Reviewing Your QuickBooks Categories and Definitions

As noted previously, the QuickBooks İtems that are imported will act as QuickBooks İDs to identify different parts of an invoice, such as the Category for the line item, whether the item is taxable, and what to apply as a percentage discount when appropriate.

The import process will collect all this information and it will all be listed in the QuickBooks Category List on an Ịnvoice. As such a smaller list is easier to select from, so let,s ensure that only what we need is available on this list.

At the bottom of all Ịtems records are these Settings fields. Depending on the type of record you are reviewing, you may leave it to the default you see above. This will be all of the general categories that you want to associate with your line items on an invoice. However, you will not need to have your Discounts on this list. When you have varying discount percentages used on your invoices, you may have a long list of additional Discount items when you are importing. Rather than add to the list and make it harder for you to find the appropriate category you are looking for, let,s remove them from the list. You should not be using Discount items to define a line item.

1. Select the **Show in List** pull down and switch to **No**. This removes the Discount from the Categories list.

2. Select the **Default for Discounts** pull down and switch to **Yes**.

3. Lastly, select the **Discount Mapping List** field and enter the matching percentage in a decimal. For example: 50% would be .5

Pushing Information to QuickBooks

Now that you have documented all aspects of your QuickBooks Ịnformation for FrameReady to properly use when communicating with QuickBooks, you can begin to push invoices and contacts to QuickBooks. Ịt is recommended that you test this process after entering in all the information to ensure that you have completed all of the necessary steps in both QuickBooks and FrameReady.

Note: You may wish to schedule time with a FrameReady Support Ally to go through the initial process. As it is possible for mistakes to be made, a FrameReady Support Ally will be able to determine what error messages mean quickly and provide guidance where you may have missed a step. Troubleshooting is included in your FrameReady QuickBooks Subscription, and you can usually meet with a Support Ally for 1 hour up to two times per month before additional fees may be required. Speak with a FrameReady Support Ally for more details.

Pushing from an Invoice

The three main areas on an Invoice that you will need to note when pushing an invoice are the QuickBooks Categories beside each Item Number on a line item, each payment line on the invoice, and the QuickBooks ID and Push to QuickBooks buttons at the bottom.

In order to push an invoice to QuickBooks, you must assign a QuickBooks Category. By default, these categories will have a grey box. When you select the box, it will bring up a pull-down menu to allow you to select the correct category. The box will then turn green, informing you that it is ready to be pushed.

Once the category is assigned, you can select the Push to QuickBooks button on the bottom of the window. It will send the information to QuickBooks and fill in the QB ID for the invoice and Date last Updated automatically.

The unlabeled field in the middle will default to **0** and go up every time you push an invoice again. This is to show each time you push an invoice after the initial push when there are multiple payments made.

Note: FrameReady will only push the line items information once. Every push after the first will only send additional payments. If you need to make changes to the invoice, you will have to manually make those changes in QuickBooks.

The space beside the Payments will remain blank until the payment has been pushed. This can imply that there are payments still to be pushed to QuickBooks if only one or some of the payments are showing a green box beside it.

Pushing from the Contacts File

This is a much more simplistic place to push information in FrameReady. It will only share the Contact's information and nothing about any invoices in this process. Similarly, to the fields on the Invoice file, the Contacts file will have the QuickBooks ID for the Contact record, the date last pushed, number of times pushed after the initial push, the button to Push to QuickBooks and the ability to find in the Contacts file, all contacts that have not been pushed to QuickBooks.

When You Are Done...

It is recommended that you review these processes with a Support Ally or by reviewing the Online Help for more details and troubleshooting. Contact support@frameready.com if you have any questions or concerns.