

## OSP / QuickBooks Integration



## Introduction

The purpose of this document is to describe how to synchronize the key accounting data in [OrderStream Pro](#) (OSP) and [QuickBooks®](#) Financial Software (QB).

OSP's core strength is order management. Although OSP also offers a deep selection of reports and subsidiary ledgers in addition to basic accounting functions, it is not intended as a substitute for enterprise accounting systems.

## What data is transferred?

OSP and QB transfer live data to each other in real time, via the Internet. While OSP is a web-based service, QB is desktop-based, which means that it is installed and maintained on your own local server.

Following are the transactions currently available for **export** from OSP to QB:

- **Customer Invoices**  
Summary data of customer invoices – including total cost of goods, freight and sales tax – transfer automatically from OSP to QB as soon as the status of any order is set as “invoiced”.
- **Credit Memos**  
Credit memos account for post-invoice reductions of amounts receivable, whether due to adjusted merchandise, shipping, handling and / or tax. Credit memos transfer automatically to QB as soon as they are created in OSP.
- **Debit Memos**  
Debit memos account for post-invoice increases of amounts receivable, whether due to adjusted merchandise, shipping, handling and/ or tax. Debit memos transfer automatically to QB as supplementary invoices as soon as they are created in OSP.
- **Customer Records**  
As customer records are created and updated in OSP, basic contact data transfers automatically to QB. No customer records need ever be created separately in QB.

- **Supplier Records**

As supplier records are created and updated in OSP, basic contact data is transferred automatically to QB. No vendor records need ever be created separately in QB.

Following are the transactions currently eligible for **import** from QB to OSP:

- **Customer Payments**

Payments received from customers may be entered in QB to record deposits, and then transfer automatically to OSP when they are applied to an invoice. Payment data enables OSP to:

- provide account executives information about their customers' outstanding account receivable status, and
- calculate commissions based on payments received rather than orders placed.

Details of the specific data elements transferred between OSP and QB is available as an Excel spreadsheet:

<http://www.orderstreampro.com/downloads/OSP-QB%20Export-Import%20Map.xls>.

## **Initial Conversion Process**

The synchronization of OSP and QB requires the following:

1. The customer and supplier records in OSP must be made identical to those in QB. TO accomplish this all customer records should be exported from QB into Excel format.
2. Then Vortex will import those records into OSP where the system will automatically assign customer account numbers to the records.
3. The last step is to export the revised records from OSP to QB which should be as off the cut off date.

### **Switch Over Process and Cut Off Date:**

It is recommended that a new company file be created in QB. A specific date should be chosen for the cut off. The beginning of a month is best.

The following should be kept in mind when approaching the cut off date:

- As the cut-off date approaches, make sure to enter only those supplier invoices that you intent to actually pay before the cut-off date. The goal is to have zero accounts payable at the cut-off date.
- The same applies for invoices and accounts receivable although it is more difficult to do this in the AR area than in the AP area. Try to minimize the outstanding accounts receivable as of the cut off date as all outstanding receivable have to be entered into the new QB company file.
- The date before the cut off date, cease all entry of any new transactions and run all financial reports, general ledger, accounts payable and accounts receivable listings.
- Enter the opening balances for all revenue, expense and balance sheet accounts in the new company file.
- Next enter any outstanding accounts payable and receivable.
- Keep in mind that the old company file will still be there for reference purposes.
- Once the opening balances are entered, all new customer invoices will now come from OSP. This includes credit memos and any changes made to the invoice in OSP after the initial generation of the invoice.
- Suppliers' invoices can be entered directly into QB after comparing the supplier invoice with the purchase order in OSP and reconciling any differences.

## Installation

Integrating OSP and QB consists of two main steps.

The first step is to download and install the QuickBooks Web Connector (QBWC) (<http://marketplace.intuit.com/webconnector>) from Intuit. You will want to install QBWC on a computer that is connected to the Internet. Ideally, the computer you choose to install QWBC on will be the same one on which QB itself is installed.

QBWC is compatible with the following QuickBooks products:

- U.S. editions of QuickBooks Financial Software products
- QuickBooks Enterprise Solutions
- QuickBooks Premier (2002 or later)
- QuickBooks Pro (2002 or later)
- QuickBooks Simple Start (2006 or later)
- QuickBooks Point of Sale (v.4.0 or later)
- Canadian editions of QuickBooks (2003 or later)
- UK editions of QuickBooks (2003 or later)

(Note that QuickBooks Online is *not* included among supported QB applications.)

The second step is to install a configuration file provided to you by Vortex Business Software. Exact instructions will accompany the configuration file.

## Operation

Once QBWC and the configuration file have been installed on the designated computer, you need to ensure that QBWC runs continuously in the background. Data transfers will accumulate in a queue when QBWC is not running. QBWC can be set up to start running automatically whenever the designated computer is started.

Transfers should succeed if:

- a. QB itself is not currently running on the designated computer (but is properly installed there), or
- b. QB is running on the designated computer, and all QB company files are closed, or
- c. QB is running on the designated computer, and the desired destination QB company file is open.

Transfers will *not* succeed if:

1. QBWC is not running, or
2. QB is running on the designated computer, and a QB company file other than the desired destination file is open.

## Things to Consider

### Synchronizing Customers and Suppliers

All customer and supplier records are created and updated in OSP and exported to QB. OSP automatically assigns proprietary ID numbers to all records (e.g. "A12345", "S98765").

When OSP exports new and updated customer records and supplier records to QB, it looks for records on the QB side that contain the same customer ID or supplier ID, respectively. When OSP finds a matching ID in QB, it assumes that the record to be exported is an update of the matching QB record, and overwrites the matching QB record. When OSP finds no matching ID in QB, it creates a new record in QB.

If you are just getting started with QB or prefer to create a new company file, simply create new records in OSP normally and allow them to export to QB. The IDs will synchronize automatically.

If you already have a database of customer and / or supplier records defined in QB and wish to synchronize it with your OSP records, you will need to ensure that the record IDs in QB match the IDs that OSP assigns automatically to customer and supplier records. This is a one-time manual task.

For larger databases, you may prefer to request the services of the OSP technical department to develop a one-time transfer of records into OSP, rather than entering records into OSP manually. The same data will need to be re-imported back into the source database with the customer and supplier IDs assigned by OSP.

### **Accounts Receivable**

All invoices, debit memos and credit memos are created in OSP and exported to QB. Each contains a reference to a specific customer account. If OSP can't find a customer record on the QB side with a matching customer ID, it will create a new customer record in QB based on the appropriate OSP account.

Customer payment records may be entered into OSP directly, but if you are operating QB in combination with OSP, we recommend that you enter payments into QB and allow them to export automatically to OSP. The key is not to enter payments manually in both systems, so as to avoid duplicated data and effort.

Payment data enables OSP to calculate aging reports and credit limits and to filter commission statements on the basis of "paid" orders.

### **Accounts Payable**

If you are operating QB in combination with OSP, we recommend that you enter vendor invoices into QB. Please also be sure to vouch the amount invoiced against the costs recorded on the corresponding purchase order in OSP in order to ensure proper cost of goods accounting and accurate commission accounting.

## Commissions

Sales, gross margins, commissions earned and current commission statement balances are all calculated and presented to the appropriate users in OSP. The value of commission checks generated from QB should also be recorded in OSP, in order to keep commission statement balances current. OSP also enables you to “vouch” commission payments against earnings, in whole or in part (e.g. an advance may not initially be 100% offset by existing earnings, but may be eventually).

## Third Party Services

### Sales Tax

OSP is directly integrated with Sales Tax Online (<http://tax.cchgroup.com/sales-tax-rules/>) for the automatic calculation of sales tax in all states and provinces in the US and Canada. Sales Tax Online is an optional service offered by CCH (<http://tax.cchgroup.com/>), and includes detailed sales tax reporting. If you choose to set up a Sales Tax Online account, please let us know your **serial number** (e.g. "1A23-1234-ABCD-1234") and we will connect your account immediately.

To manage your Sales Tax Online account, log in at <https://www.esalestax.com/certitax/mrchenrl.EXE>. You will need to know your User ID, Merchant No. and Password.

If your business has a sufficient presence within the jurisdiction of multiple taxing authorities, be sure to define those in the “Locations” section. These locations define your tax nexus.

### Credit Card Processing

OSP is directly integrated with the Payflow Link online payment gateway ([https://www.paypal.com/cgi-bin/webscr?cmd=\\_payflow-link-overview-outside](https://www.paypal.com/cgi-bin/webscr?cmd=_payflow-link-overview-outside)) for the secure processing of credit card authorizations. Payflow Link is an optional additional service offered by PayPal. Payflow Link is compatible with an array of merchant banks. If you would like to operate an online OSP store and accept secure credit card payments during checkout, please create a Payflow Link account at PayPal and let us know your **Vendor ID** and **Partner ID**.

Before you set up Payflow Link, be sure to complete these steps:



1. Set up an internet merchant account with an acquiring financial institution to process online payments. If you need an internet merchant account, call PayPal at 1-888-847-2747. Or, you can also use an existing internet merchant account.
2. Have your business ownership and contact information ready before you order.
3. Purchase Payflow Link at [https://www.paypal.com/cgi-bin/webscr?cmd=\\_payflow-get-started-outside](https://www.paypal.com/cgi-bin/webscr?cmd=_payflow-get-started-outside).

You won't need to worry about integrating PayFlow Link with OrderStream Pro because the gateway is already built in. Here are the remaining steps to complete at <https://manager.paypal.com/> before your gateway goes live. You will need to know their Partner ID, Merchant Login, User ID and Password.

4. Customize the look and feel of the PayPal-hosted order form with PayPal Manager. You can add your company logo and specify body and text colors.
5. Enter your account settings using PayPal Manager.
6. Send several test transactions. Use PayPal Manager to confirm that they were processed correctly. If you need help, free email support is available.
7. If the test transactions are okay, click the **Go Live** banner in PayPal Manager to begin processing customer payments.