

# Trouble Syncing Products To Salesforce Opportunity

Issue : After turning on Multi-currency feature in Salesforce, Product stopped integrating with Salesforce Opportunities.

Description: After turning on Multi-currency in a Salesforce org, it is difficult to get products from QuickBooks to integrate correctly to Opportunities in Salesforce. When we add a new currency to one of our products - in our standard price book in Salesforce - none of the products from QuickBooks will sync over to the Opportunity. It just creates an Opportunity with no products.

Resolution : Follow the steps below and change the mappings as per your QuickBooks file in your project.

Step 1 : Navigate to Workflow listing page of the project for which you wish to make changes by clicking on Project processes workflow.

Step 2 : Click on Edit " **OpportunityToInvoice** ". Replace the reader query from Advanced Query Builder with the following query. Once done, click on **Save & Close** button.

```
SELECT
Opportunity.Id,Opportunity.AVSFQB__Primary_Contact__r.FirstName,Opportunit
y.AVSFQB__Primary_Contact__r.LastName,Opportunity.Owner.QB_SalesRep_ID__c,
Opportunity.AVSFQB__Primary_Contact__r.Email,Opportunity.AVSFQB__Quickbook
s_Id__c,Opportunity.AccountId,LastModifiedDate,Opportunity.Account.Id,
Opportunity.Account.CurrencyIsoCode,Opportunity.Account.Name,Opportunity.A
ccount.BillingStreet,Opportunity.Account.BillingCity,
Opportunity.Account.BillingState,Opportunity.Account.BillingPostalCode,Opp
portunity.Account.BillingCountry,Opportunity.Account.ShippingStreet,
Opportunity.Account.ShippingCity,Opportunity.Account.ShippingState,Opportu
nity.Account.ShippingPostalCode,Opportunity.Account.ShippingCountry,
Opportunity.Account.Fax,Opportunity.Account.Phone,Name,Description,CloseDa
te ,(SELECT Quantity,UnitPrice,Description,Opportunity.owner.FirstName,
Opportunity.owner.LastName,Opportunity.Id,Opportunity.CloseDate,PricebookE
ntry.Name,PricebookEntry.Product2.ProductCode,PricebookEntry.Product2.Name,
PricebookEntry.Product2.Description,PricebookEntry.Product2.Id,PricebookEn
try.UnitPrice,PricebookEntry.Product2.AVSFQB__QuickBooks_ItemType__c FROM
OpportunityLineItems)
,Opportunity.Account.AVSFQB__Quickbooks_Id__c,Opportunity.AVSFQB__Generate
_Object__c FROM Opportunity where
Opportunity.AVSFQB__Generate_Object__c = 'Invoice'
```

Step 3 : In the Rules, you will find total of Nine rules. Make sure to open the mappings of Rule no 1.

Step 4 : Add the following mapping to the Rule:

|  |   |  |
|--|---|--|
| CustomerAddRq/CustomerAdd/CurrencyR<br>ef/FullName | = | IF(VALUE("Account/CurrencyIsoCode").eq<br>uals("USD"),"US<br>Dollar",IF(VALUE("Account/CurrencyIsoC<br>ode").equals("GBP"),"British Pound<br>Sterling",IF(VALUE("Account/CurrencyIso<br>Code").equals("EUR"),"Euro",IF(VALUE("A<br>ccount/CurrencyIsoCode").equals("CAD"<br>),"Canadian Dollar","")))) |
|--|---|--|

Step 5 : Click on **Save & Close** to close the mappings screen. Then, Save the workflow.

Now, products from QuickBooks will integrate seamlessly to respective Salesforce Opportunity.

