Salesforce & QuickBooks Desktop: Bidirectional Integration

Overview:

DBSync for Salesforce & QuickBooks Desktop Integration is an easy to use application. It integrates Salesforce Accounts, Contacts, Products, Opportunity with QuickBooks Customers, Items, Estimate, Sales Order, Invoice & Sales Receipt. DBSync is also useful in migrating historical QuickBooks data into Salesforce or vice versa. DBSync provides Bi-directional sync with pre-built field-to-field mapping along with flexibility for more complex and dynamic mapping capability. DBSync's automatic online update enables its customers to enjoy all the product updates and features that come with every new release.

Data Flow

Data flow of Bi-directional integration between Salesforce and QuickBooks Desktop is shown in the table below. Bi-directional integration enables inserting a new record as well as updating the existing record in either direction.

Process Map

Process Map of Bi-directional integration between Salesforce & QuickBooks Desktop is shown in the image below.

Pre-requisites for Integration

- Integration of Salesforce to QuickBooks transaction is invoked if the **Generate** field in Salesforce Opportunity is selected with the required transaction.
- It is mandatory that Salesforce Opportunity (to be integrated with QuickBooks Invoice) is associated with the respective **Salesforce Account.** And, it should also have **Products with Standard Price Book** attached to it for DBSync to invoke integration. Furthermore, Products should also have **QuickBooks Item Type**.
- The detailed functionality and pre-requisites of every state are explained in section Workflows and Functionality.

DBSync package (QuickBooks Desktop Integration) Installation in Salesforce

1. Get the following App from AppExchange for your Salesforce instance - https://login.salesforce.com/packaging/installPackage.apexp?p0=04t600000001jlq.
2. ***Note:*** *If you are installing into a Sandbox, you must replace the initial portion of the URL with http://test.salesforce.com.*
3. Input **Username** and **Password** of the Salesforce instance where you want to install DBSync. The **Username** and **Password** must belong to a user with **administrative privileges** to install.
4. You can see details like App Name, Publisher, Version Name, Version Number along with Components & API Access.
5. Select a profile - Admin, All Users or a specific profile. The selected profile will have access to the installed package. Then, click install or upgrade.
6. Once the installation is complete, you will see a message - Installation or Upgrade complete.
7. Assign **DBSync Page Layouts** to **Accounts, Contacts, Opportunity, Opportunity Products and Products** objects. Refer to the following steps to assign DBSync Page layout to Accounts Object. Existing Page Layout will be replaced by DBSync Page Layout. Any custom fields available in the existing page layout should be moved to DBSync Page Layout if required.
8. Go to **Salesforce Setup > Customize > Accounts > Page Layouts**. This will show the list of available Page Layouts for Accounts Object. Click on the **Page Layout Assignment**.
9. You will find the list of default Page Layouts assigned for every Salesforce Profile. Click on **Edit Assignment** to proceed.
10. Click on the **Page Layout next to the required profile**. Account Layout is the existing Page Layout for the System Administrator's profile. The profile should be assigned to DBSync's Page Layout. In this case, Account Layout should be selected next to System Administrator.
11. Select DBSync Account Layout from **Page Layout To Use** picklist. Page Layout will be changed from Account Layout to DBSync's Account Layout. Click on **Save** to save the new Page Layout assignment.
12. Similarly, assign DBSync's Page Layout to follow Salesforce Objects - Contacts, Opportunity, Opportunity Products, and Products.

DBSync Profile Setup

1. Go to www.mydbsync.com & register for Free Trial. Ensure that Source & Target Adapters are Salesforce & QuickBooks respectively.
2. Save Salesforce credentials and QuickBooks location in your DBSync's profile. Then, configure the QuickBooks Web Connector. For details, please click on the following http://help2.mydbsync.com/docs1/display/dbsync/Configuring+DBSync+with+Quickbook+WebConnector wiki link.

Run Integration from QuickBooks Web Connector

1. Considered following points carefully before integrating Standard DBSync Salesforce QuickBooks Bi-directional.
2. Integration of Salesforce to QuickBooks transaction is invoked if the Generate field in Salesforce Opportunity is selected with the required transaction.
3. It is mandatory that Salesforce Opportunity (to be integrated with QuickBooks Transaction) is associated with the respective Salesforce Account, And, it should also have Products with Standard Price Book attached to the Salesforce Opportunity for DBSync to invoke integration. Furthermore, Products should also have QuickBooks Item Type.
4. The Primary Contact updated in Salesforce Opportunity will sync with QuickBooks Contacts.
5. QuickBooks to Salesforce Integration works on timestamp. Any new or modified Customer, Items or transaction in QuickBooks, will be integrated with Salesforce based on the Mapping selection.
6. Once you are done with the mappings, go to your QuickBooks Web Connector by clicking on **Start > Programs > QuickBooks > Web Connector.** Then, click on the Password text box for profile ***dbsync2-SalesforceQuickBooksBiDirectional*** as highlighted below:
7. Enter your ***DBSync Password*** in the text box and click ***Enter*** on your keyboard. When asked, "***Do you want to save this password***", click ***Yes***. DBSync Password will be saved in the Web Connector.
8. Check the ***DBSync2-SalesforceQuickBooksBiDirectional*** checkbox. Click on the ***Update Selected*** button. Sync will start and complete automatically. Auto-Run can also be used in Web Connector to run integration at regular intervals. For example, if you select a 60 minutes time interval. After every 60 minutes, the integration will run by itself, as long as Web Connector is open.