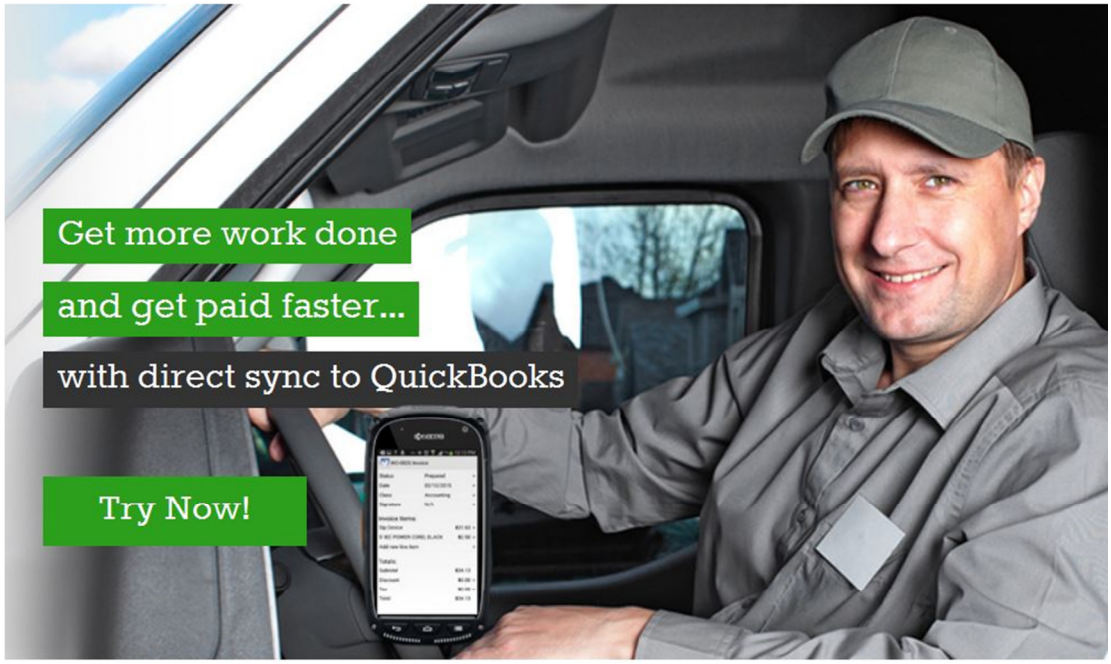

Field Service Management Integration for *QuickBooks Online*

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Updated 12/15/2015 by MHS

Contents

Table of Contents

Overview 5

Audience 5

Technical Support: 6

QuickBooks Online Versions Supported 6

Synchronization Setup 7

Configuring Synchronization Settings via Settings DashBoard 18

General Settings 19

Customers Settings 21

Items Settings 23

Invoices Settings 24

Payment Methods Settings 27

Entities Mapping 28

Sales Tax Synchronization 28

Sales Tax Mapping Information 28

Sales Tax Synchronization Scenarios 29

Price Items Synchronization 32

Price Items Mapping Information 32

Price Items Synchronization Scenarios 34

Class Synchronization 37

Prerequisites 37

Class Mapping Information 37

Classes Synchronization Scenarios 38

Invoice Synchronization 41

Prerequisites 41

Invoice Mapping Information 41

Depending on the Synchronization Settings (see section 41

Invoice Synchronization Scenarios 45
Customer Synchronization 46
Customer Mapping Information 46
Customer Synchronization Scenarios 50
Location Synchronization 52
Location Mapping Information 52
Location Synchronization Scenarios 54
Zero Location Synchronization 54
Zero Location Mapping Information 55
Zero Location Identification 56
Zero Location Synchronization Scenarios 56
Payment Synchronization 58
Payment Mapping Information 58
Payment Synchronization Scenarios 60
Recommendations 61

Field Service Management Integration for QuickBooks Online

Overview

This guide provides you with information on how to integrate Field Service Management with QuickBooks Online, assists you in configuring the synchronization settings, and describes the mapping of fields between Field Service Management and QuickBooks Online.

Audience

Anyone wanting to learn more about the integration between Field Service Management and QuickBooks Online.

Technical Support:

- Field Service Management technical support: 1-800-517-2871 (toll-free)
- Email: support@corrigo.com
- Local Experts for personalized setup assistance, QB file cleanup, and FSM training: QuickBooks.Corrigo.com/local-experts/

QuickBooks Online Versions Supported

Field Service Management (FSM) integrates with the following QuickBooks Online (QBO) versions:

- Simple Start
- Essentials
- Plus

Depending on the QuickBooks Online version purchased the list of entities to be synchronized differs. The following table describes the entities supported by each QuickBooks Online version.

Table 1 Entities Supported by QBO Versions

QBO Entity	Simple Start	Essentials	Plus
Account	+	+	+
Class	-	-	+
Customer	+	+	+
Invoice	+	+	+
Item	-	-	+
Payment	+	+	+
Payment Method	+	+	+
Tax Agency	+	+	+
Tax Code	QR	QR	QR
Tax Rate	QR	QR	QR

If a QuickBooks Online version is upgraded, synchronization between Field Service Management and QuickBooks Online for the newly supported entities will start automatically. No further action is required from you.

Note: Downgrades are not supported by QuickBooks Online.

Synchronization Setup

To integrate Field Service Management with QuickBooks Online you must start by performing the following steps:

1. Log in to Field Service Management.
2. Go to **Settings** -> **Company** -> **Integration**.
3. Under QuickBooks Integration Settings:
    a. Select the **Online** option for the Integrate with QuickBooks field, then click **Save**.

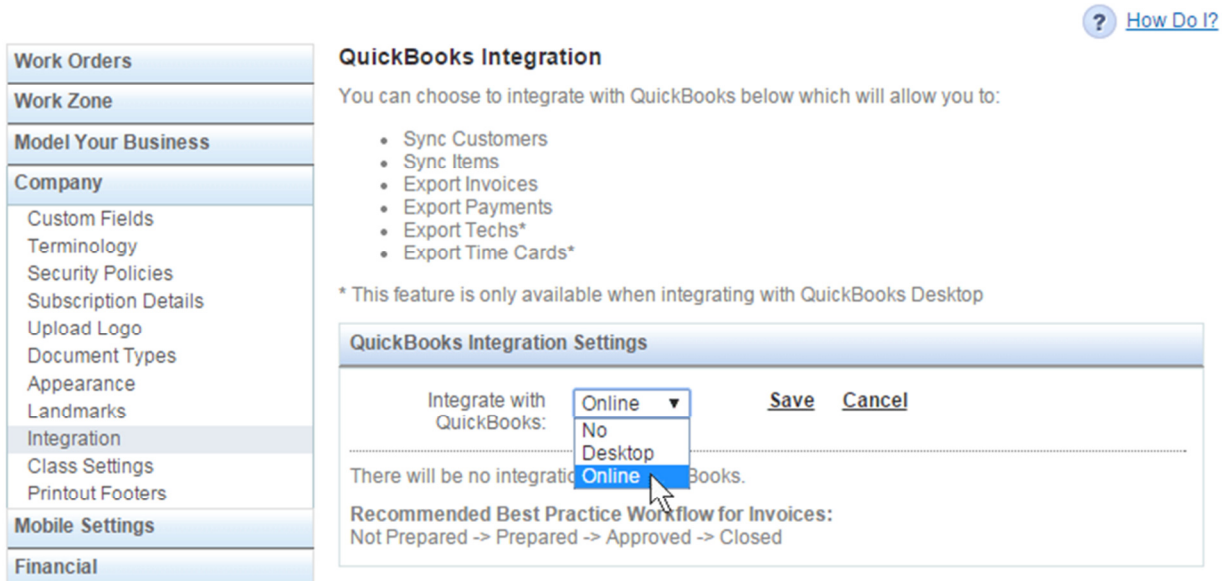

Figure 1 QuickBooks Integration Settings screen

    b. The Authentication Code fields will appear. Create and enter the **Integration Client Authentication Code**, then click **Save**. The **Company Name** field is automatically populated with the name of your company.

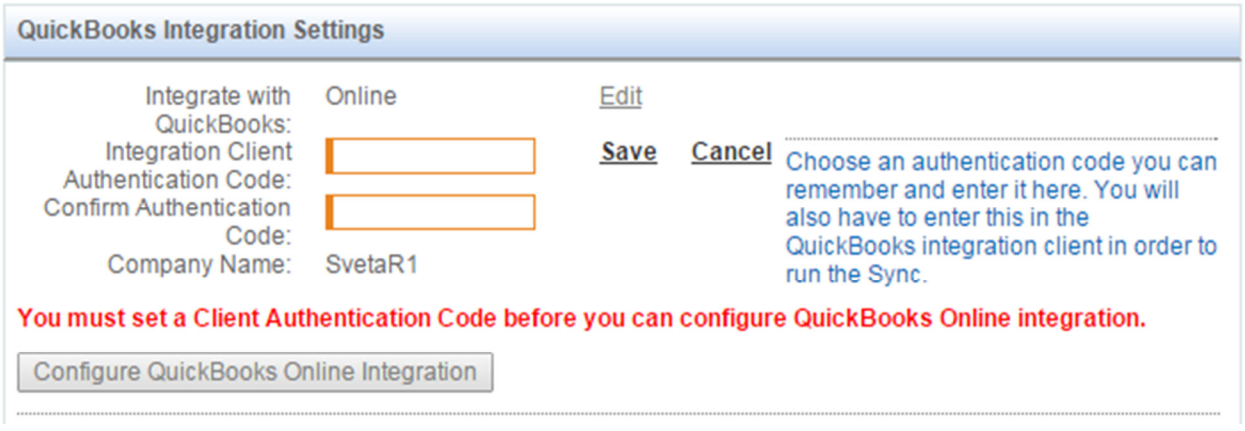

Figure 2 Entering Integration Client Authentication Code screen

    c. Once you have specified the Authentication Code, the **Configure QuickBooks Online Integration** button is enabled. Click the **Configure QuickBooks Online Integration** button.

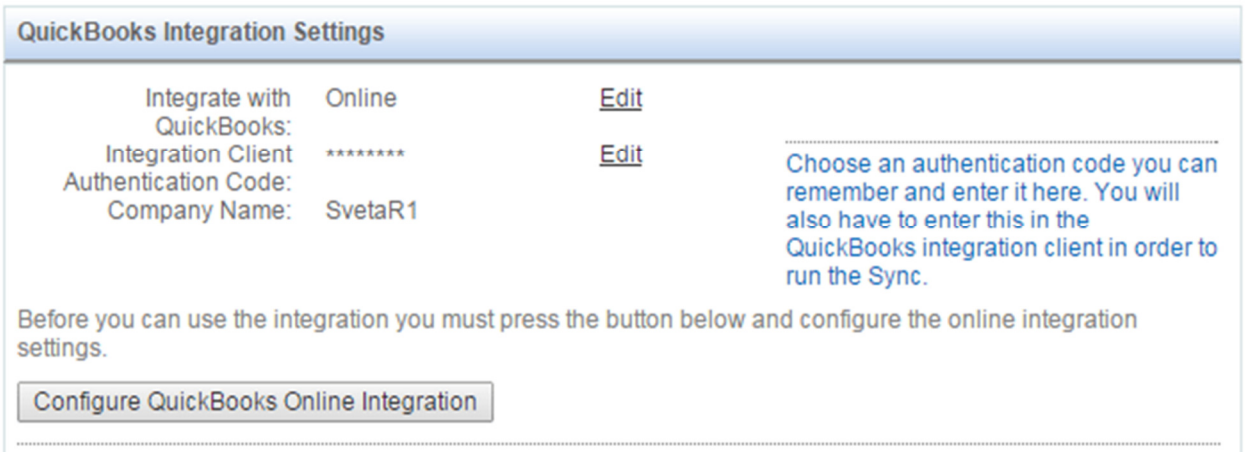

Figure 3 Configure QuickBooks Online Integration Button Enabled screen

4. A new browser window will be opened and you will be redirected to the **QuickBooks Online Authorization** page.

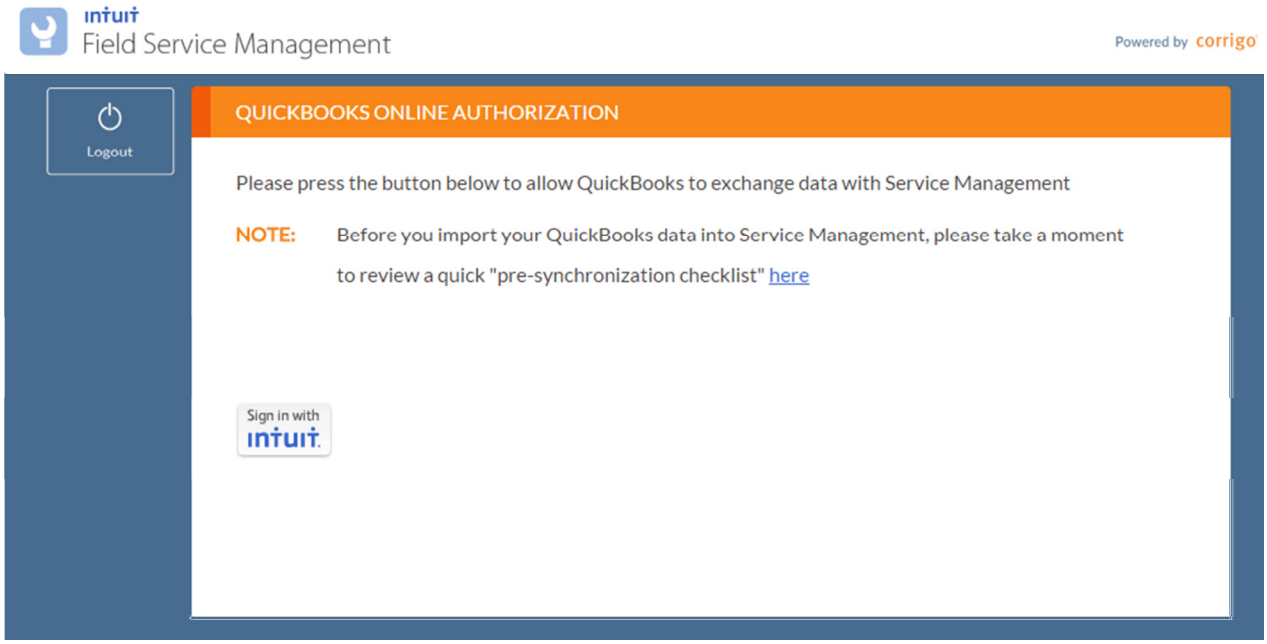

Figure 4 QuickBooks Online Authorization screen

5. Click the **Sign in with Intuit** button.

6. If you are not logged in to QuickBooks Online you will be redirected to the QBO Sign in screen. Sign in with your QuickBooks credentials.

   If you are already signed in to QuickBooks Online, proceed to the next step.

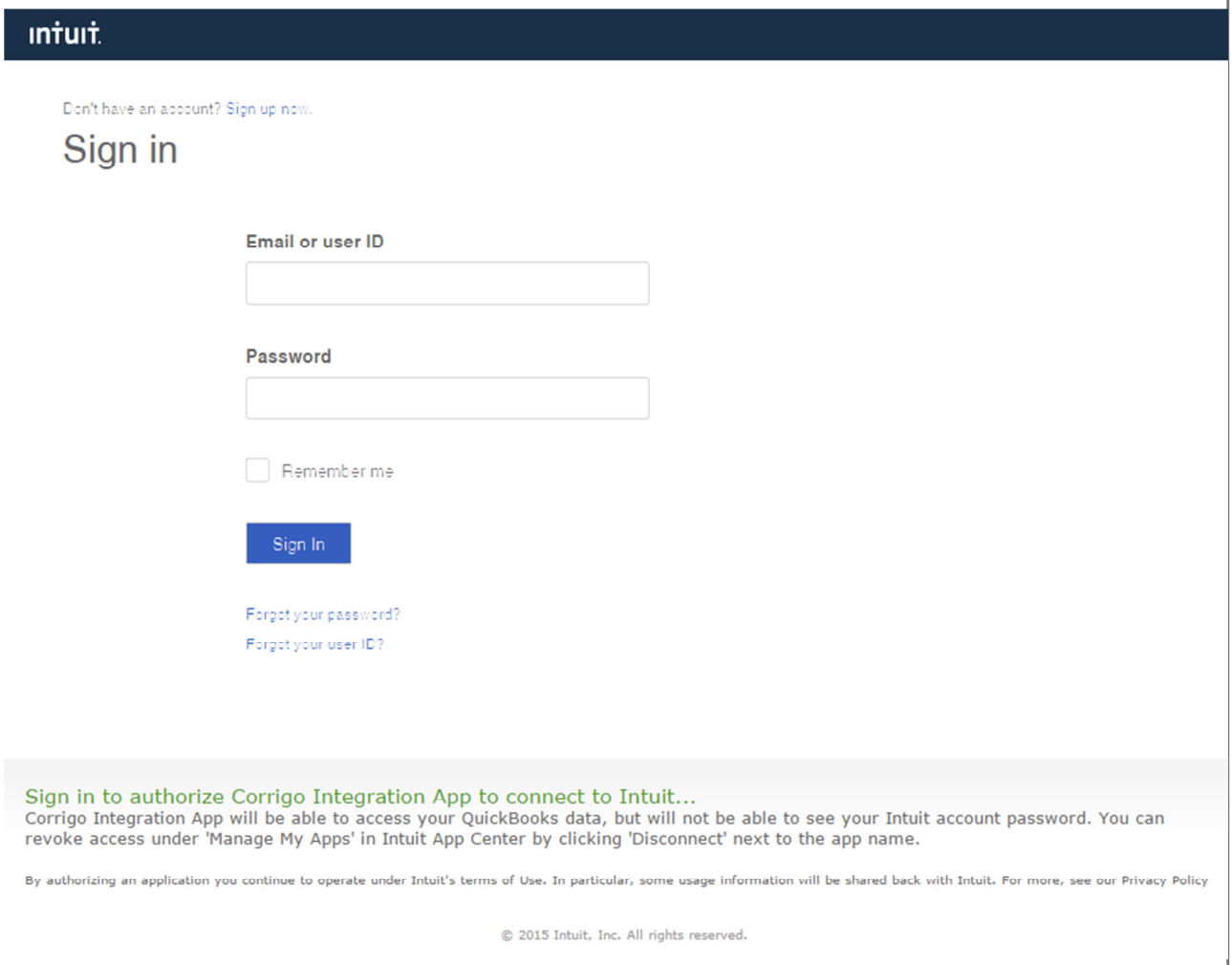

Figure 5 Intuit Sign in screen

7. The screen asking you to authorize Intuit to securely share your data to Corrigo Integration App will appear.

Note: Make sure the provided credentials and QuickBooks company correspond to the company you would like to integrate with Field Service Management.

Clicking the **No, Thanks** button will log you out from Intuit.

Click the **Authorize** button to proceed with the integration.

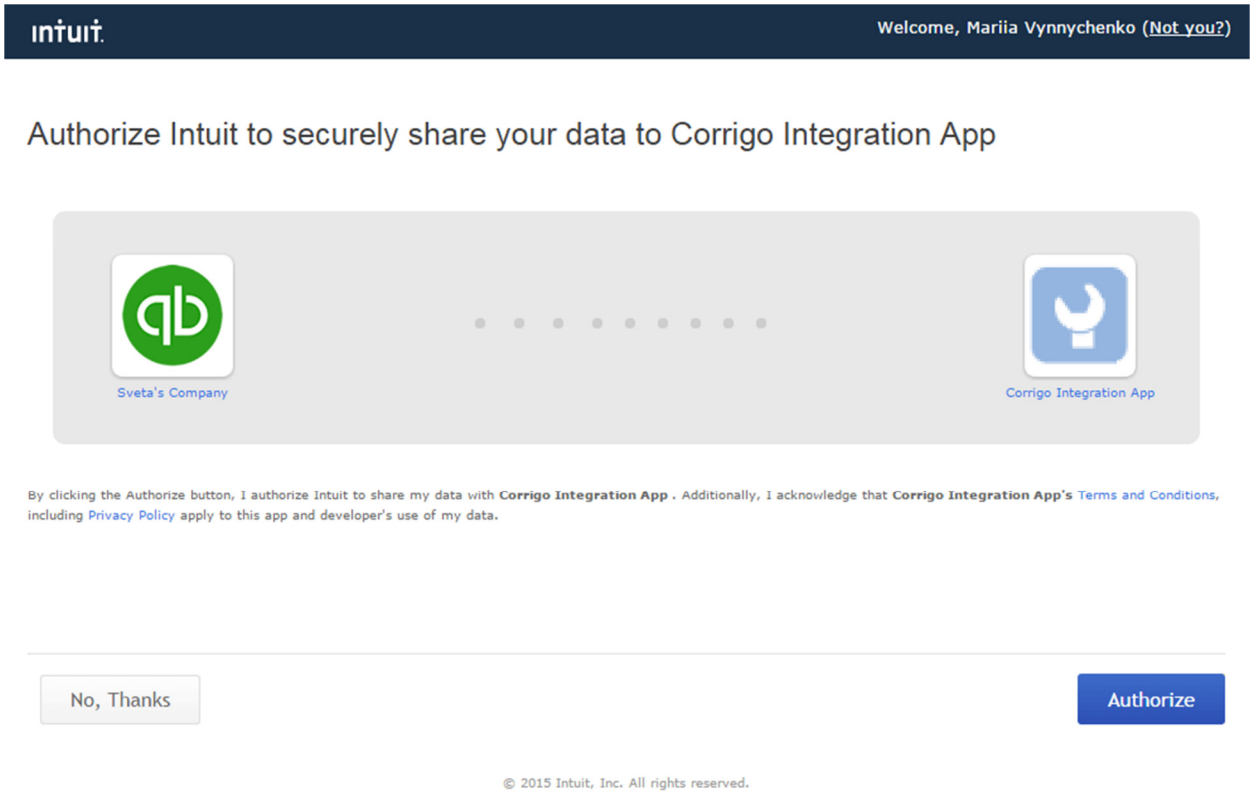

Figure 6 Authorize Intuit to Share Data to Corrigo Integration App screen

8. The Initial Settings Wizard will appear allowing you to specify the synchronization settings starting from General Settings.

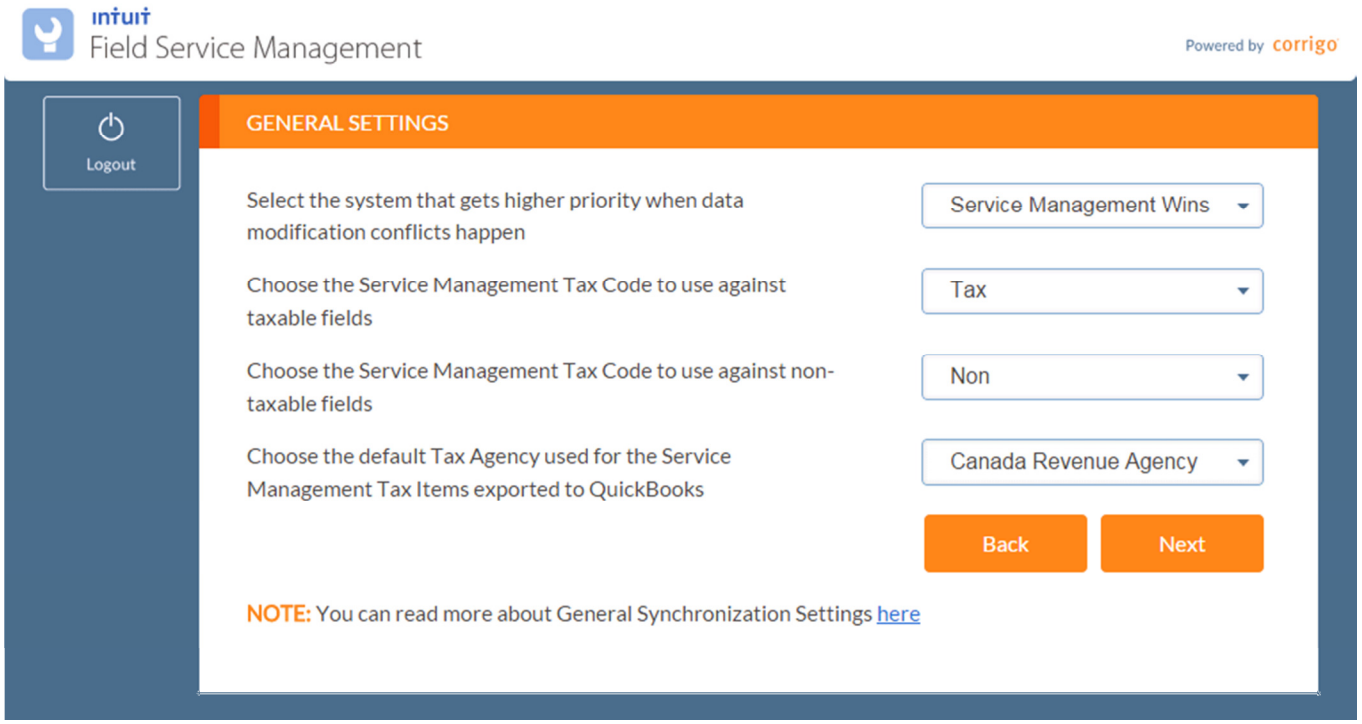

Figure 7 Initial Settings Wizard - General Settings screen

Select the values for General Settings.

For more information on General Settings please see the General Settings section.

Click the **Next** button when finished to proceed with the configuration.

Clicking the **Back** button will return you to the previous screen.

9. Assuming you clicked the **Next** button, the Customers (2-way synchronization) settings screen will be displayed.

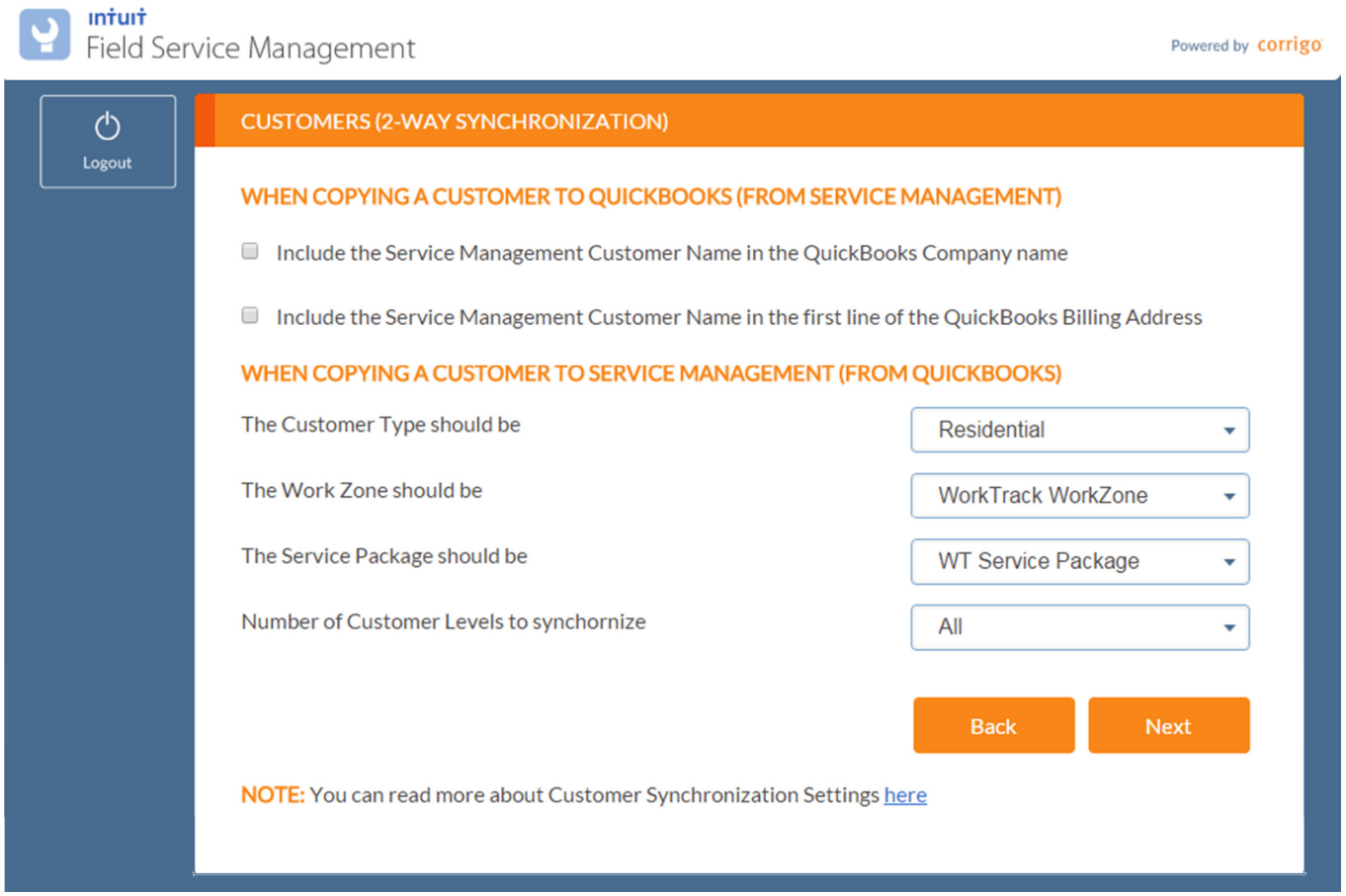

Figure 8 Initial Settings Wizard - Customers Settings screen

Specify the values for Customers Settings.

For more information on Customers Settings please see the Customers Settings section.

Click the **Next** button when finished to proceed with the configuration.

Clicking the **Back** button will return you to the previous configuration screen.

10. Assuming you clicked the **Next** button, the Price List Items (2-way synchronization with Products and Services) settings screen will be displayed.

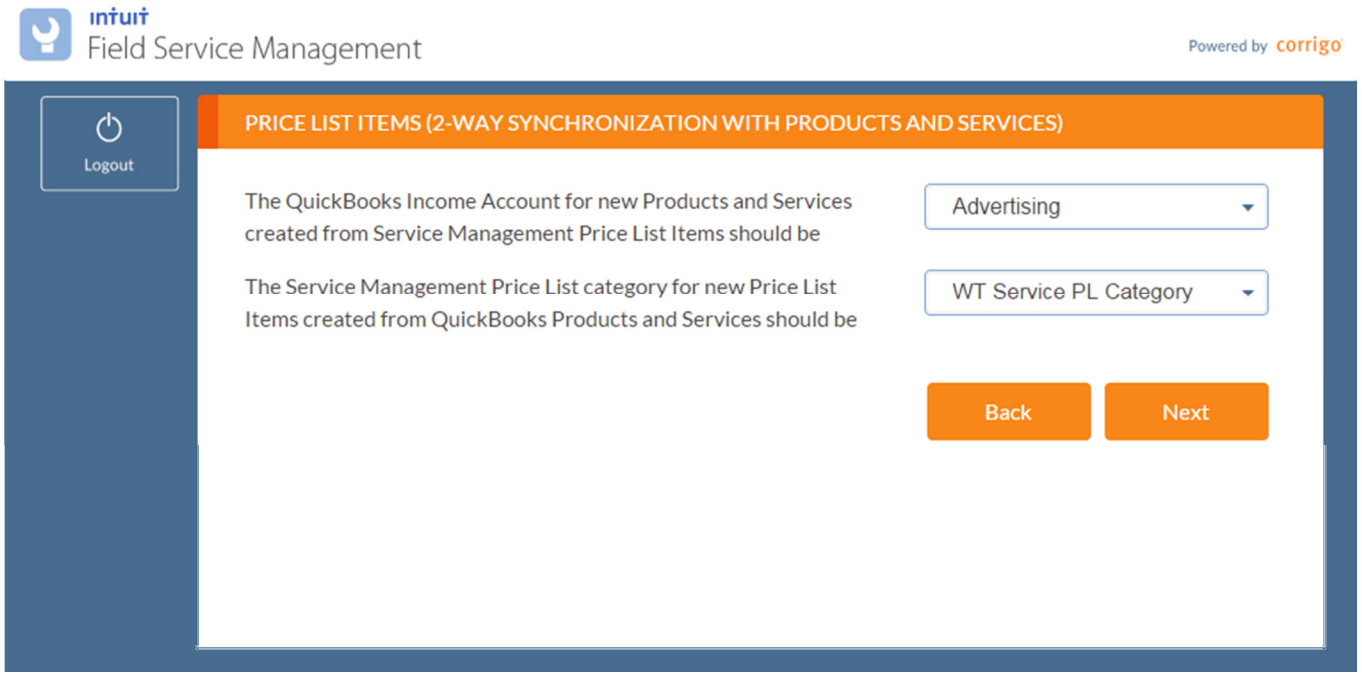

Figure 9 Initial Settings Wizard - Price List Items Settings screen

Select the values for Price List Items Settings.

For more information on Price List Items Settings please see the

Items Settings section.

Click the **Next** button when finished to proceed with the configuration.

Clicking the **Back** button will return you to the previous configuration screen.

11. Assuming you clicked the **Next** button, the Invoices (1-way synchronization to QuickBooks) settings screen will be displayed.

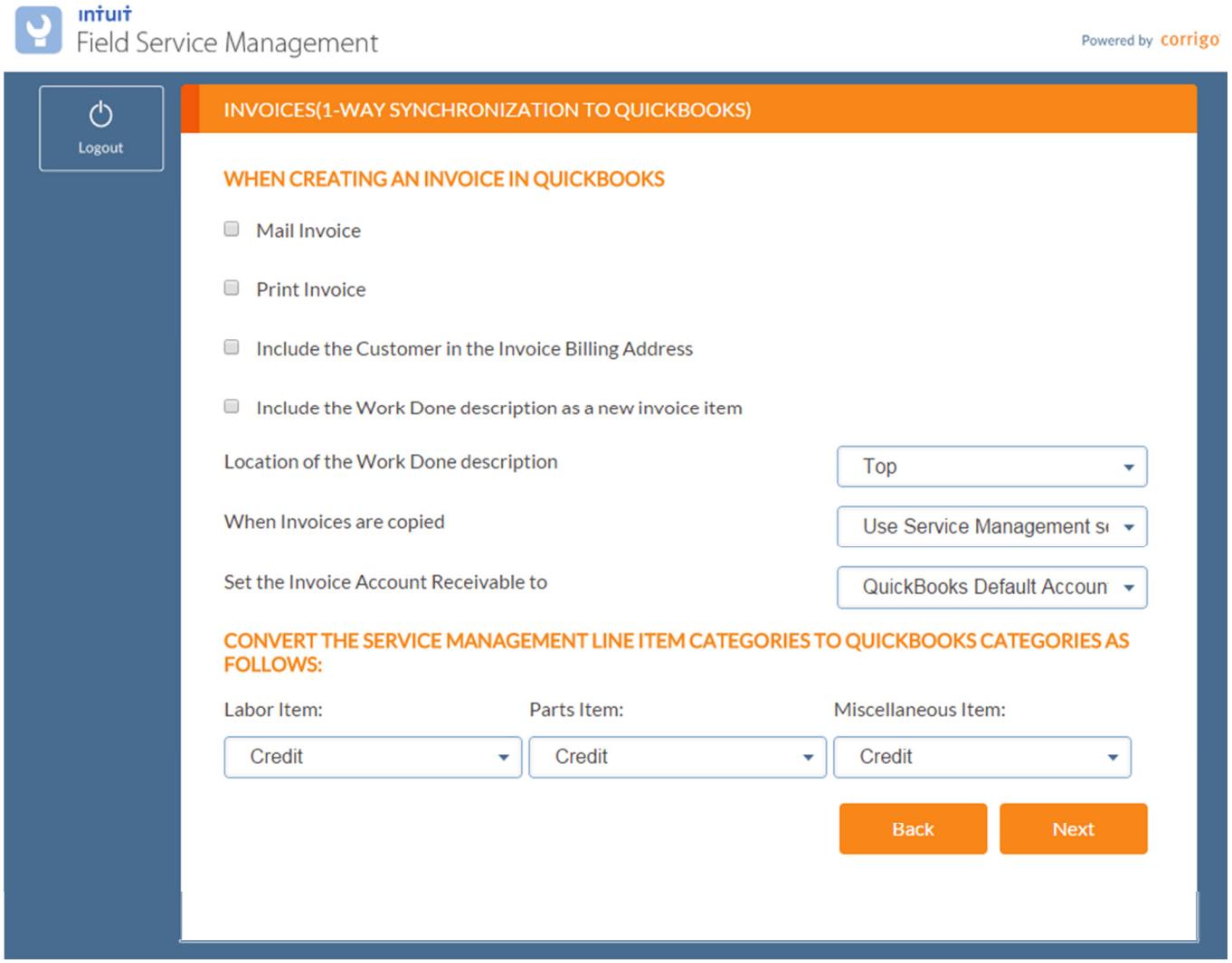

Figure 10 Initial Settings Wizard - Invoices Settings screen

Specify the values for Invoices Settings.

For more information on Invoices Settings please see the

Invoices Settings section.

Click the **Next** button when finished.

Clicking the **Back** button will return you to the previous configuration screen.

12. Assuming you clicked the **Next** button, the Payment Methods (Mapping) settings screen will be displayed.

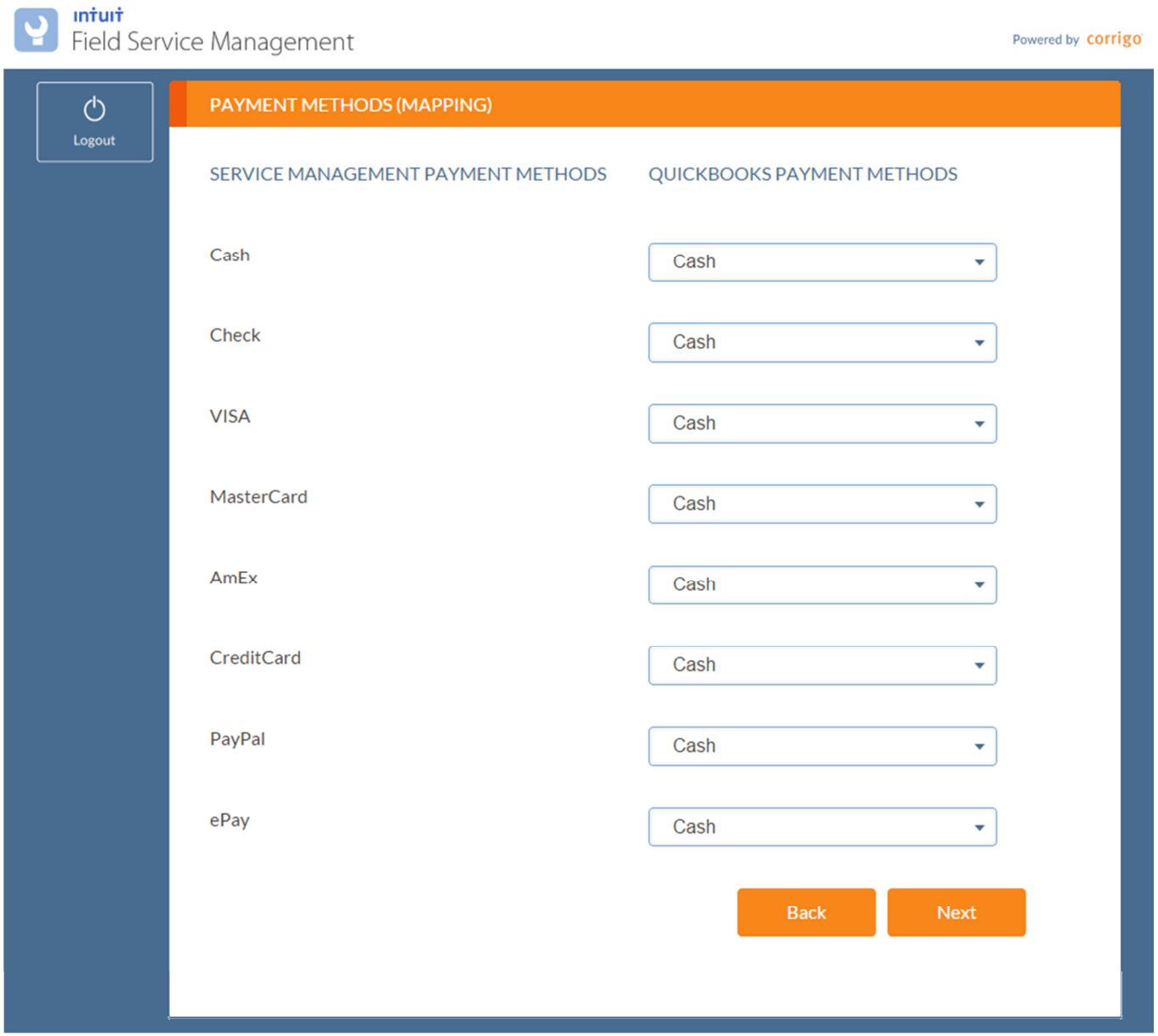

Figure 11 Initial Settings Wizard – Payment Methods Settings screen

Map the payment methods by selecting the desired values from the drop-downs.
For more information on Payment Methods Settings please see

Payment Methods Settings section.

Click the **Next** button when finished to proceed with the configuration.

Clicking the **Back** button will return you to the previous configuration screen.

13. Assuming you clicked the **Next** button, the Settings Complete screen will be displayed informing you that you have successfully configured the synchronization settings.

    The integration process will start and you will be redirected to the Settings DashBoard.

    Note: The first synchronization between Field Service Management and QuickBooks Online may take a long time.

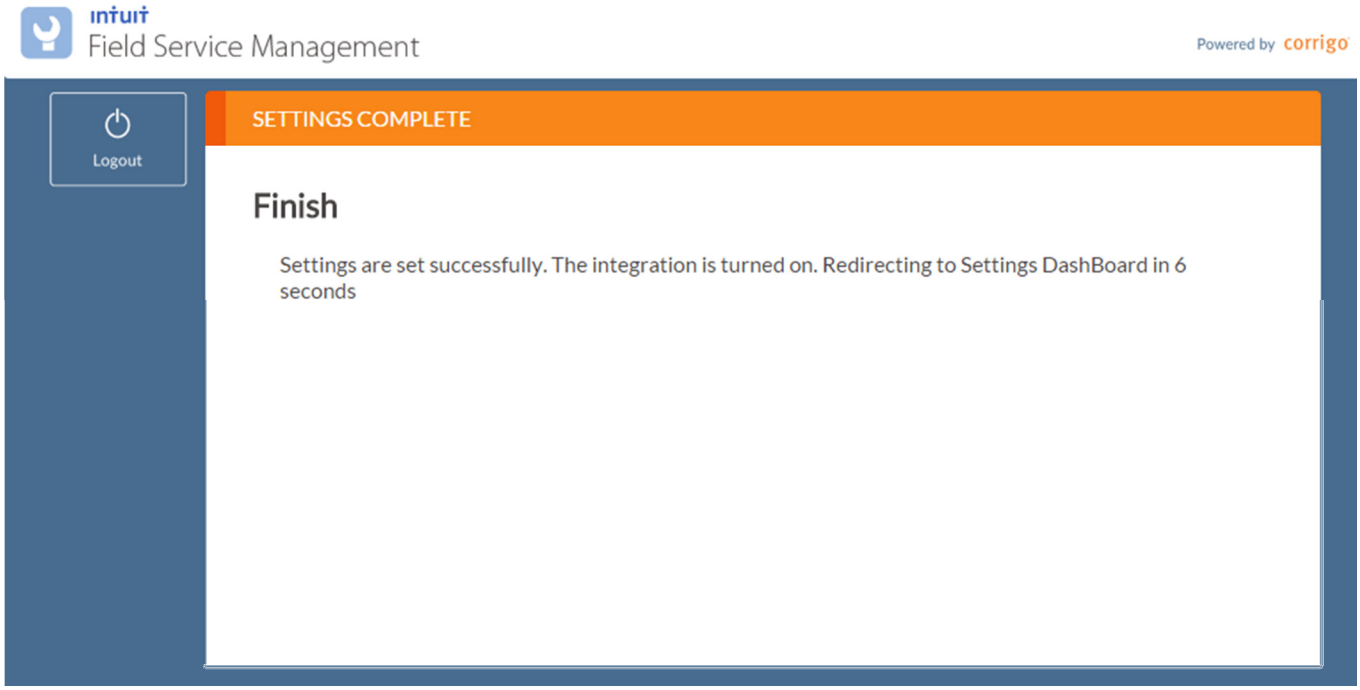

Figure 12 Initial Settings Wizard - Settings Complete screen

When the synchronization process between two systems has completed, the Synchronization Status Tab of the Settings DashBoard will be populated with the list of entities synchronized, including the last synchronization timestamps.

Note: In case your QuickBooks edition does not support one or several entities, the status for unsupported entities will be **Disconnected**.

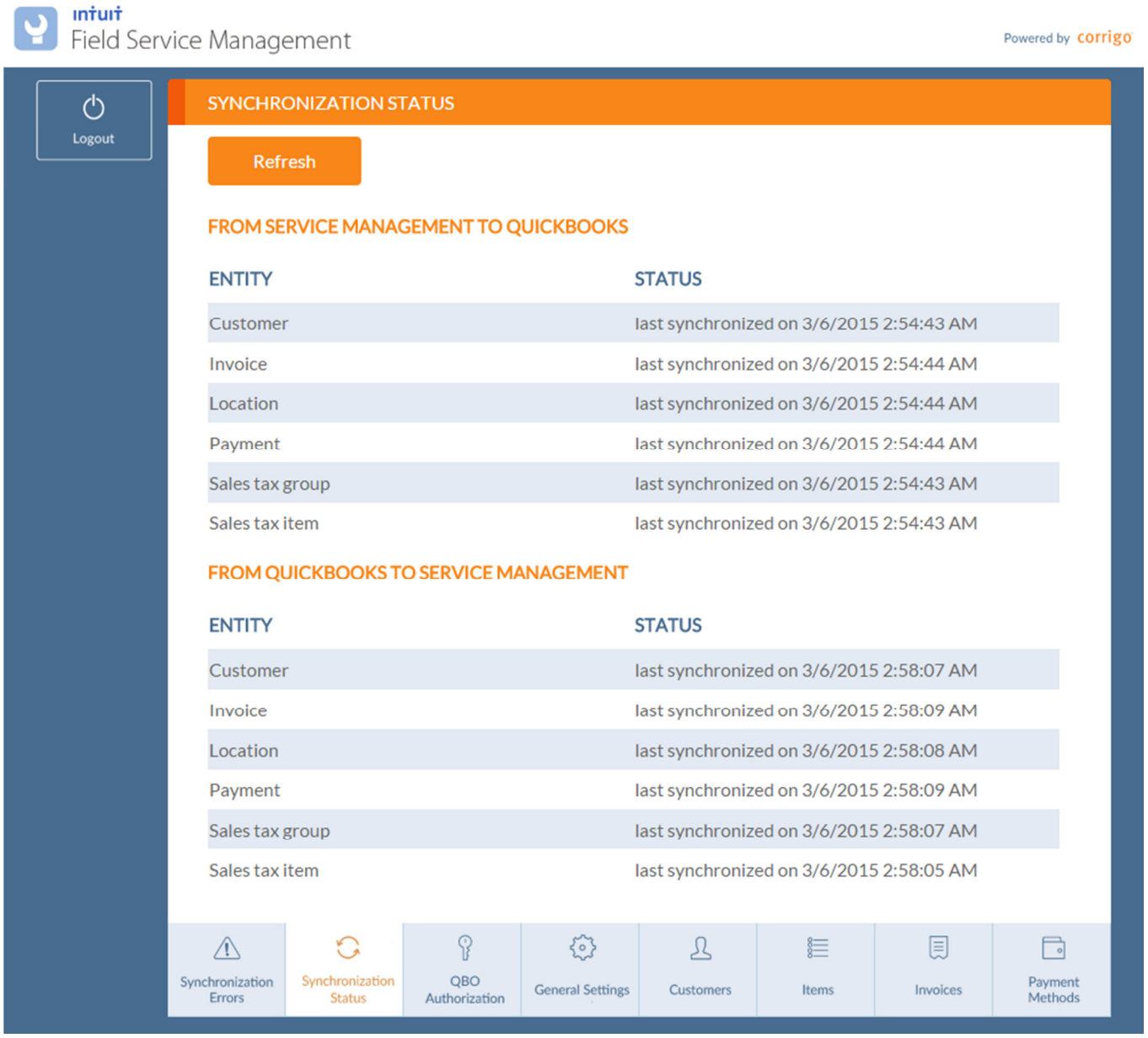

Figure 13 Synchronization Status screen

Also, synchronization errors (if any) will be presented under the Synchronization Errors Tab.

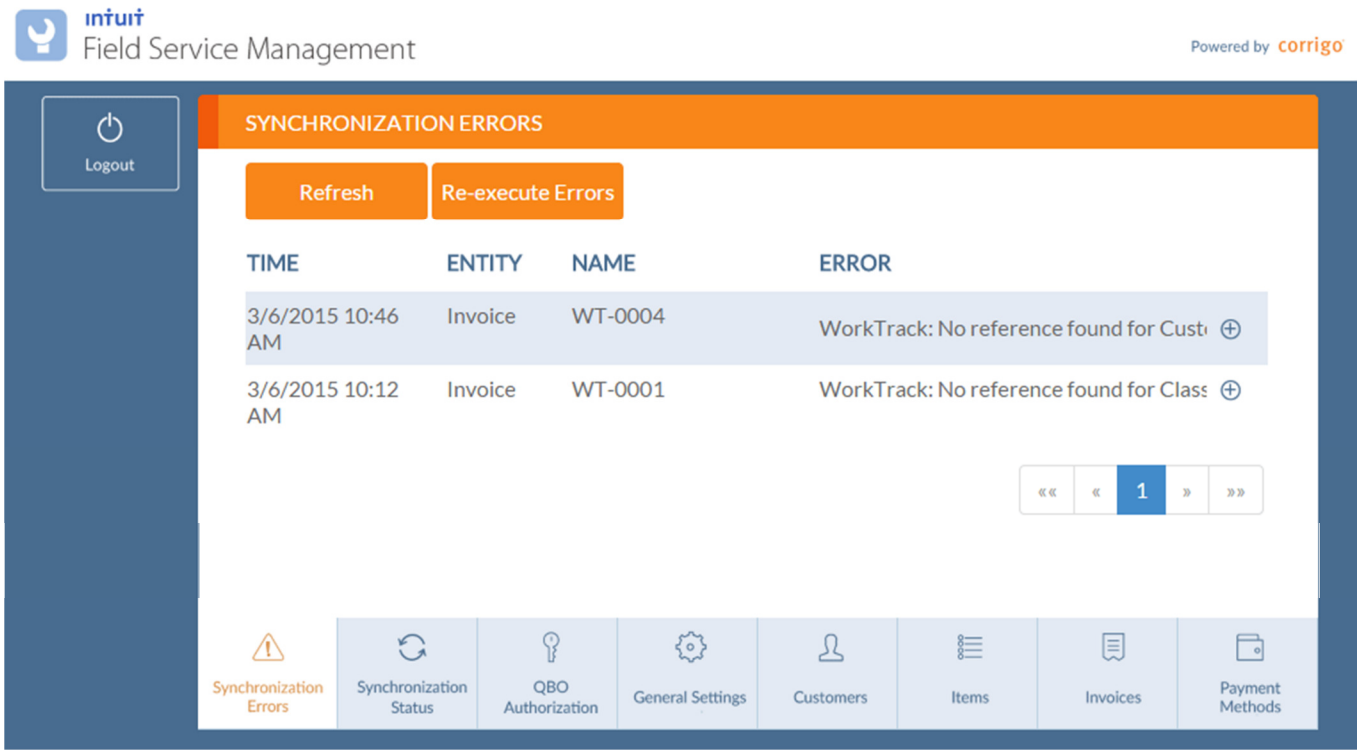

Figure 14 Synchronization Errors

Configuring Synchronization Settings via Settings DashBoard

Later you are able to modify the settings you configured in the Initial Settings Wizard using the Settings DashBoard. The DashBoard should be very familiar to you. The only difference is that instead of visiting each settings page in a fixed order you can now directly visit any of the following settings tabs:

1. General Settings
2. Customers Settings
3. Items Settings
4. Invoices Settings
5. Payment Methods

General Settings

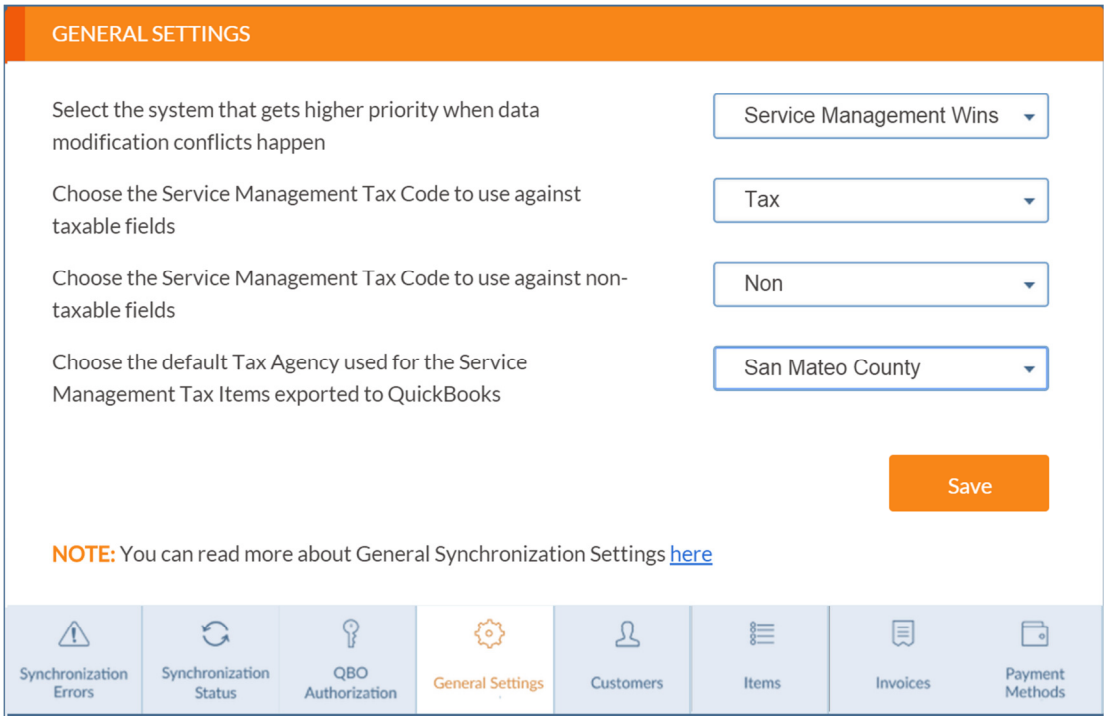

Figure 15 General Settings screen

Under General Settings Tab you are able to configure the following parameters:

1. Select the system that gets higher priority when data modification conflicts happen

   By selecting a system from the drop-down you decide how the conflicts should be resolved if updates have been made to the same item in both systems prior to synchronization.

   The available options are:

   - **Service Management Wins**: Field Service Management updates remain unchanged; QuickBooks updates will be overridden by the synchronization to match Field Service Management.
   - **QuickBooks Wins:** QuickBooks updates remain unchanged; Field Service Management updates will be overridden by the synchronization to match QuickBooks.

2. Choose the Service Management Tax Code to use against taxable fields

   Multiple Sales Tax Codes (Basic and Custom Sales Tax Codes) can be defined in Field Service Management with each Tax Code being either Taxable or Non-Taxable. In QuickBooks each item is either taxable or non-taxable.

   To associate a Service Management Tax Code to taxable QuickBooks tax code, select the desired Tax Code from the drop-down.

The available options include all taxable codes defined in Field Service Management.

3. Choose the Service Management Tax Code to use against non-taxable fields.

   Select a Tax Code from the drop-down to associate it with the non-taxable sales tax code from QuickBooks.

   The available options include all non-taxable codes defined in Field Service Management.

4. Choose the default Tax Agency used for the Service Management Tax Items exported to QuickBooks.

   In QuickBooks sales taxes can be grouped into tax agencies. To specify the Tax Agency that will collect all Tax Items exported from Field Service Management, select the desired Tax Agency from the drop-down.

   The available options include all Tax Agencies configured in QuickBooks and a “Non Tax Agency” option. By selecting the “Non Tax Agency” option, a new “Non Tax Agency” Tax Agency will be created in QuickBooks to store the exported Tax Items from Field Service Management.

When you finish with the configuration, click on the **Save** button to save changes.

Customers Settings

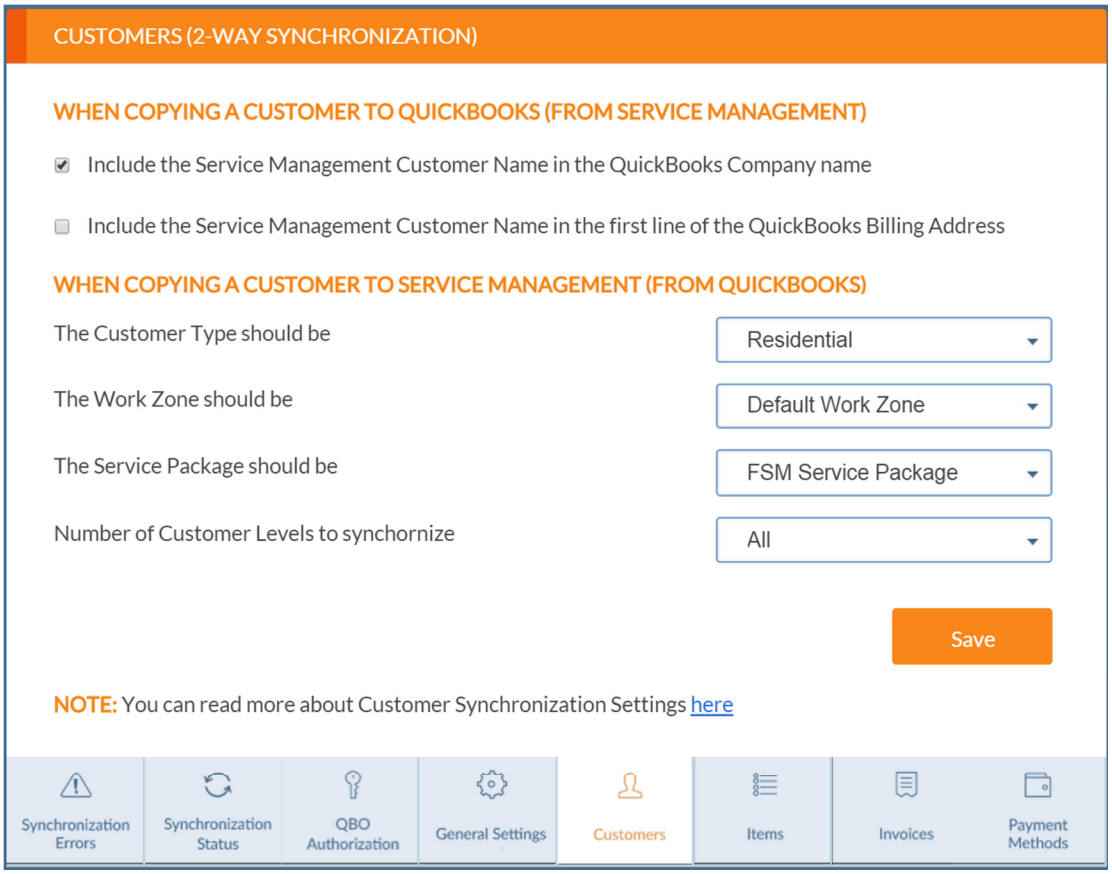

Figure 16 Customers (2-Way Synchronization) Settings screen

Under the Customers Tab you are able to configure the following options when copying a Customer to QuickBooks (from Service Management):

1. Check the box to **include the Service Management Customer Name in the QuickBooks Company name**.
2. Check the box to **include the Service Management Customer Name in the first line of the QuickBooks Billing Address**.

Under the Customers Settings Tab you are able to configure the following options when copying a Customer to Service Management (from QuickBooks):

1. **Customer Type** by selecting the desired value from the drop-down.

   The available options include:

   - Residential
   - Commercial

   Field Service Management supports two types of customer: Residential and Commercial. Commercial customers in FSM have a field for “Company”, while Residential customers do not.

QuickBooks does not support customer types. When customers created within QuickBooks are exported into Field Service Management, their customer type will be determined based on this setting.

2. **Work Zone** by selecting the desired value from the drop-down.

   The available options include all work zones configured in Field Service Management.

   QuickBooks does not use work zones. When customers created within QuickBooks are exported into Field Service Management, they will be added to the work zone selected here.

3. **Service Package** by selecting the desired value from the drop-down.

   The available options include all service packages configured in Field Service Management.

   QuickBooks does not use service packages. When customers created within QuickBooks are exported into Field Service Management, they will be assigned the service package you select here.

4. **Number of Customer Levels to synchronize** by selecting the desired value from the drop-down.

   Customers/Jobs can be grouped in up to five hierarchical levels in QuickBooks. Based on number of levels you select here Field Service Management will import jobs from QuickBooks to create customer locations inside FSM.

   The available options include:

   - All
   - Only Customers
   - Customers and first level of jobs
   - Customers and 2 levels of jobs

When you finish with the configuration, click on the **Save** button to save changes.

Items Settings

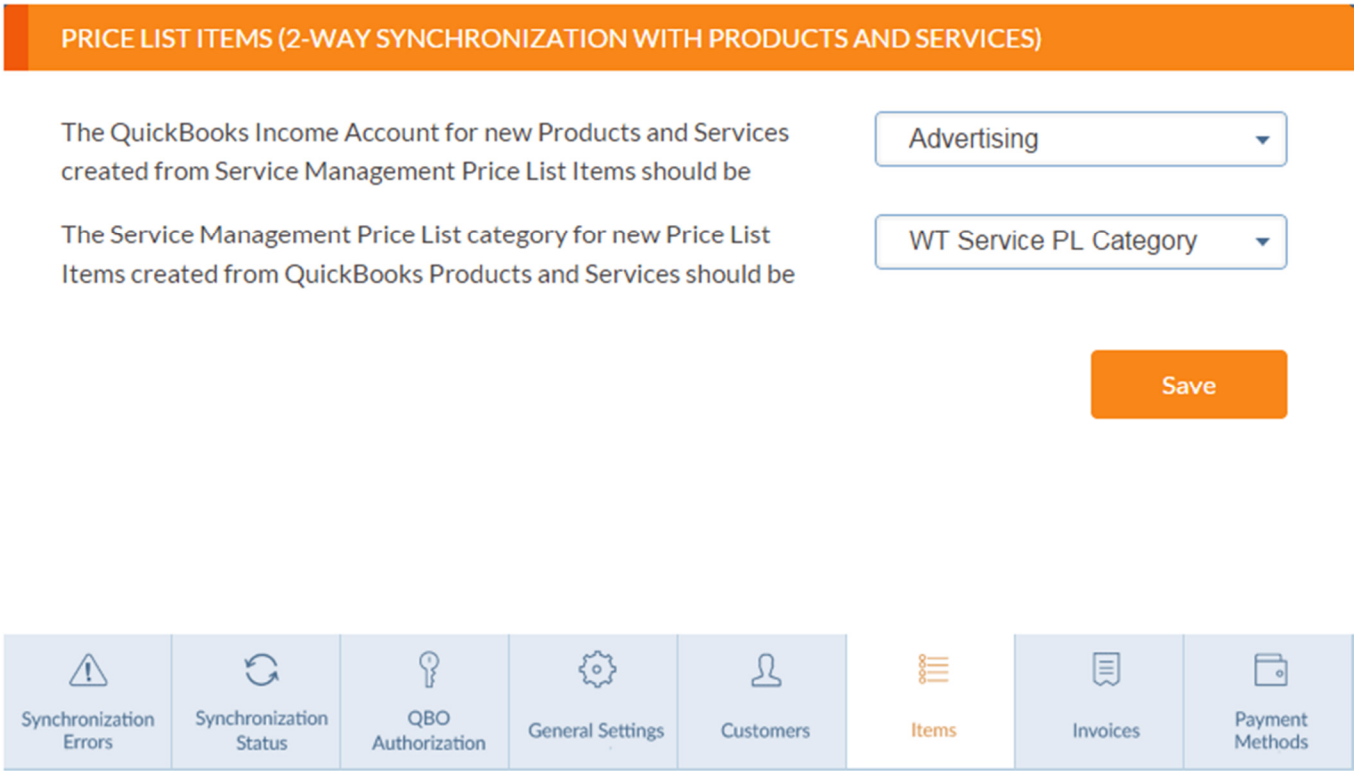

Figure 17 Items Settings screen

Under the Items Tab you are able to configure the following options:

1. The QuickBooks Income Account for new Products and Services created from Service Management Price List Items should be.

   Select the desired QuickBooks Income Account from the drop-down.

   The available options include all Income Accounts configured in QuickBooks.

   As a result, each new QuickBooks Product and Service created via synchronization will have the selected Income Account.

2. The Service Management Price List category for new Price List Items created from QuickBooks Products and Services.

   Select the desired Price List category from the drop-down.

   The available options include all Price List categories defined in Field Service Management.

As a result, each new Field Service Management Price List Item created via synchronization will have the selected Price List category.

When you finish with the configuration, click on the **Save** button to save changes.

Invoices Settings

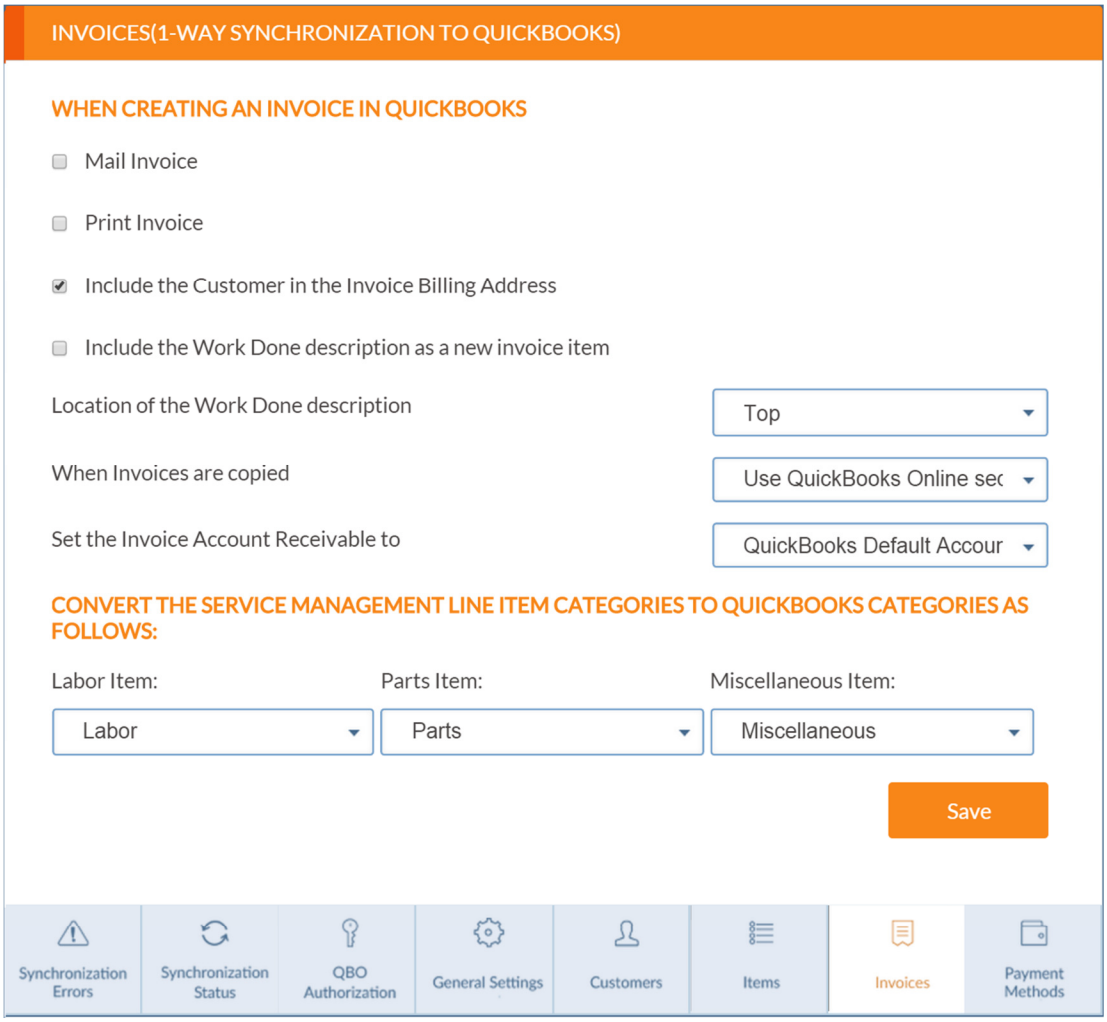

Figure 18 Invoices Settings screen

The synchronization of Invoices is one way from Field Service Management to QuickBooks only.

Under the Invoices Tab you are able to configure the following parameters:

1. Mail Invoice

   Checking the **Mail Invoice** box will set the **Send later** checkbox of an Invoice in QuickBooks after the synchronization is complete.

Note: If you check the **Mail Invoice** box, your customer contact records must include a valid email address or invoice synchronization will fail.

2. Print Invoice

   Checking the **Print Invoice** box will set the **Print later** checkbox of an Invoice in QuickBooks after the synchronization is complete.

3. Include the Customer in the Invoice Billing Address

   Checking the **Include the Customer in the Invoice Billing Address** box will include the Customer name in the billing address.

4. Include the Work Done description as a new invoice item

   In Field Service Management, the Work Done description from the work order is displayed in the invoice. In order for this Work Done description to appear in the corresponding QuickBooks invoice, you must check this checkbox and it will then be copied to a line item in the QuickBooks invoice.

5. Location of the Work Done description

   If the **Include the Work Done description as a new invoice item** checkbox is checked, you can specify the location of the Work Done line item in the QuickBooks invoice by selecting it from the drop-down.

   The available options are:

   - Top,
   - Bottom.

   By selecting the **Top** option, the Work Done description will appear as the first line item of the Invoice.

   By selecting the **Bottom** option, the Work Done description will appear as the last line item of the Invoice.

6. When Invoices are copied

   Always creating invoices in QuickBooks and using the Field Service Management invoice number can potentially lead to duplicate invoice numbering if you also do some invoicing in QuickBooks directly. You can avoid that problem by choosing a numbering scheme that suites your needs from the drop-down.

   The options include:

   - **Use Service Management sequencing** – Select this option if you are only going to use Field Service Management for creating invoices. All invoices created in QuickBooks by synchronization will have the Field Service Management invoice number.

   - **Use QuickBooks Online sequencing** – Select this option if you also use QuickBooks to create some invoices. This will pick the last invoice number in QuickBooks and will increment the numbering for all the invoices exported from Field Service Management. The Field Service Management invoice number will be added to the memo field of the QuickBooks invoice for cross-referencing.

7. Set the Invoice Account Receivable

   To specify the account under which the Invoice(s) will be exported to QuickBooks, select an account from the drop-down.

   The available options include all **Accounts Receivable (A/R)** configured in QuickBooks and the **QuickBooks Default Account** option.

8. Convert the Service Management Line Item categories to QuickBooks categories as follows

   Apart from Price List item category the following Field Service Management Line Item categories must be mapped to the desired categories in QuickBooks:

   - Labor Item
   - Part Item
   - Miscellaneous Item

   Select the appropriate QuickBooks item from the drop-down for each Field Service Management Line Item category.

When you finish with the configuration, click on the **Save** button to save changes.

Payment Methods Settings

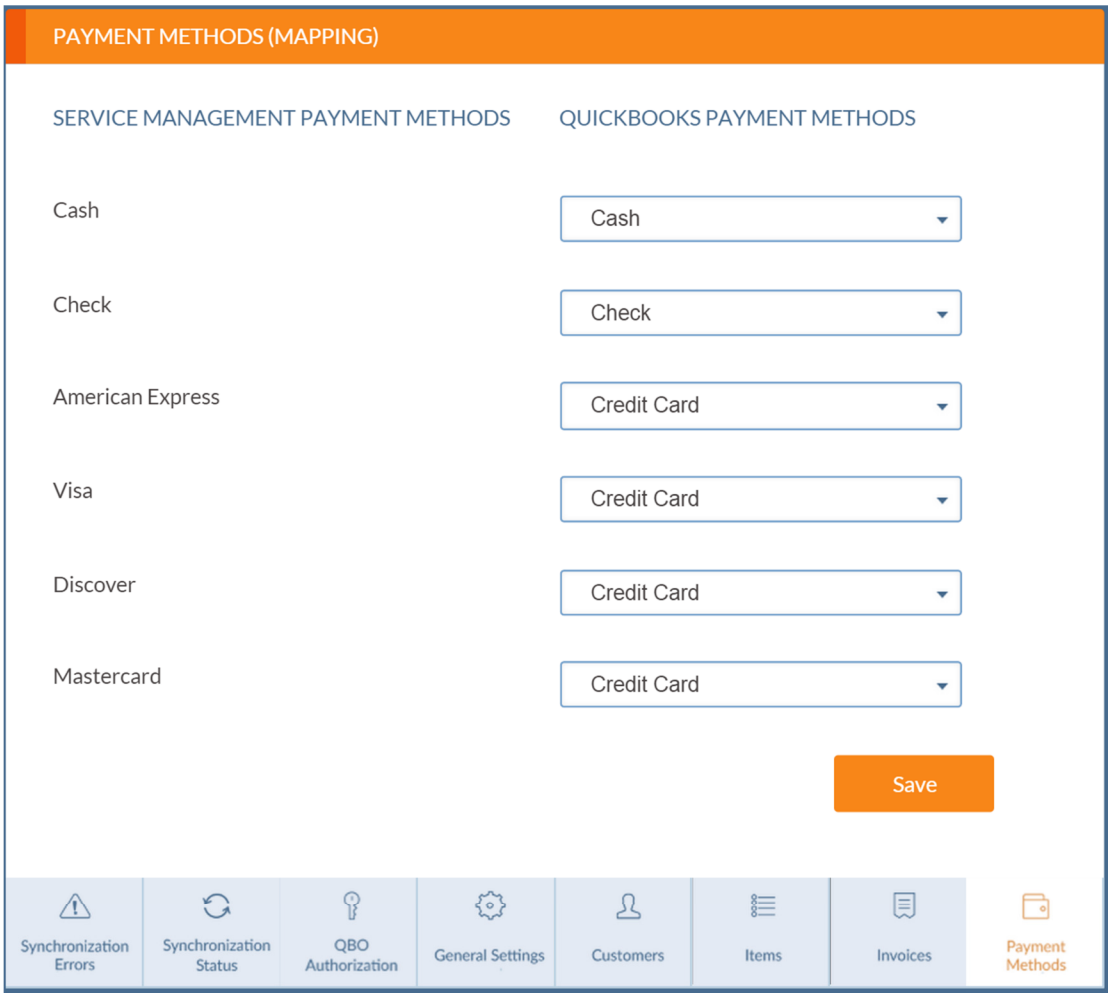

Figure 19 Payment Methods Settings screen

Under the Payment Methods Tab you are able to associate Field Service Management payment methods with QuickBooks payment methods.

Under Service Management payment methods all payment methods configured in Field Service Management are presented.

The QuickBooks payment method drop-downs contain all the payment methods configured in QuickBooks.

Select the desired QuickBooks payment method from the drop-down for each Field Service Management payment method.

When you finish with the configuration, click on the **Save** button to save changes.

Entities Mapping

The synchronization between Field Service Management and QuickBooks Online includes synchronization between the following entities:

- Sales Tax (Sales Tax Items and Sales Tax Groups)
- Price Items
- Classes
- Invoices
- Customer
- Location
- Zero Location
- Payment

Sales Tax Synchronization

The Sales Tax Synchronization is accomplished in both directions:

- from FSM to QuickBooks
- from QuickBooks to FSM

Sales Tax Mapping Information

The following table contains the mapping between Sales Tax Items in FSM and QuickBooks.

Note: In the Supported Mapping Direction column the arrows have the following meanings:

- ⟷ The left right arrow refers to fields that can be synchronized in both directions: from FSM to QuickBooks, as well as from QuickBooks to FSM.
- → The rightwards arrow refers to fields that can be synchronized from FSM to QuickBooks only.
- ← The leftwards arrow refers to fields that can be synchronized from QuickBooks to FSM only.
- ——— The line refers to fields that do not exist in one system, but are required in the other system. Such fields are populated with the values defined in the Synchronization Settings.
- X refers to fields that are not synchronized.

Table 2 Sales Tax Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Sales Tax Items		**Sales Tax Items**	
Item Name	↔	Tax Rate Name	The maximum length of the **Item Name** field in **FSM** is 31 characters. A colon character (:) is not allowed in the **Tax Rate Name** field in **QuickBooks**.
Description	↔	N/A	The **Description** field exists but is not accessible from the **QuickBooks** User Interface; the field value will be transmitted during synchronization from FSM to QuickBooks but will remain invisible in QuickBooks. From QuickBooks to FSM the fixed description "Sales Tax" will be transmitted.
N/A	—	Agency Name	The **Agency Name** field does not exist in FSM. Therefore, the default value configured in Sync settings (please see section General Settings) will be used when synchronization is performed from FSM to QuickBooks.
Tax Rate %	↔	Tax Rate	In FSM the Tax Rate cannot exceed 999.99999%. In QuickBooks the Tax Rate cannot exceed 100%.

IMPORTANT: Only new Sales Tax Items can be synchronized from FSM to QuickBooks. Neither update, nor deletion operations are supported from FSM to QuickBooks due to a QuickBooks limitation.
However, new, updated, and deleted Sales Tax Items can be synchronized from QuickBooks to FSM.

Sales Tax Synchronization Scenarios

The following table describes the various scenarios for Sales Tax synchronization.

Table 3 Sales Taxes Synchronization Scenarios

Area	If	then
Sales Tax Items		
	an Item Name field in FSM contains a colon (:),	the Sales Tax Item will be skipped; an error log will be generated.
	a Tax Rate Name in QuickBooks contains more than 31 characters	the Sales Tax Item will be skipped; an error log will be generated.

Area	If	then
	a Sales Tax item is created in QuickBooks	It will be created in FSM during the synchronization process.
	a Sales Tax item is updated in QuickBooks	It will be updated in FSM during the synchronization process.
	a Sales Tax item is deactivated in QuickBooks	It will be deleted from FSM during the synchronization process.
	a Sales Tax item is created in FSM	It will be created in QuickBooks during the synchronization process.
	a Sales Tax item is updated in FSM	the Sales Tax Item will be skipped; an error log will be generated. The user should manually update the corresponding Sales Tax Item in QBO.
	a Sales Tax item is deleted from FSM	the Sales Tax Item will be skipped; an error log will be generated. The user should manually delete the corresponding Sales Tax Item from QBO.
	a Sales Tax item is updated in both FSM and QuickBooks	if FSM is master then both updates will be skipped. If QuickBooks is master then the update will be copied from QuickBooks to FSM.

IMPORTANT: All error logs can be consulted via Synchronization Errors Tab of the Settings DashBoard.

The following table contains the mapping information for the Sales Tax Group fields in FSM and QuickBooks.

Table 4 Sales Tax Group Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Sales Tax Groups		**Combined Sales Tax Rate**	
Group Name	⟷	Combined Tax Rate Name	The maximum length of the **Group Name** field in **FSM** is 31 characters. A colon character (:) is not allowed in the **Combined Tax Rate Name** field in **QuickBooks**.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Description	↔	N/A	The **Description** field exists but is not accessible from the **QuickBooks** User Interface; the field value will be transmitted during synchronization from FSM to QuickBooks but will remain invisible. From **QuickBooks** to **FSM** the Combined Tax Rate Name will be transmitted as the Description.
Tax Rate %	←	Total Rate	The Total Rate, representing a sum of the associated Tax Rate(s), is calculated automatically in QuickBooks. **Total Rate** is copied to **Tax Rate** during synchronization from QuickBooks to FSM.

IMPORTANT: Only new Sales Tax Groups can be synchronized from FSM to QuickBooks. Neither update, nor deletion operations are supported due to a QuickBooks limitation.
However, new, updated, and deleted Sales Tax Group items can be synchronized from QuickBooks to FSM.

The following table describes the scenarios for the Sales Tax Group synchronization.

Table 5 Sales Tax Group Synchronization Scenarios

Area	If	then
Sales Tax Groups		
	a Sales Tax Group is created in FSM	a Combined Sales Tax Rate is created in QuickBooks.
	a Sales Tax Group is updated in FSM	the Sales Tax Group will be skipped; an error log will be generated. The user should manually update the corresponding Sales Tax Group in QBO.
	a Sales Tax Group is removed from FSM	the Sales Tax Group will be skipped; an error log will be generated. The user should manually delete the corresponding Sales Tax Group from QBO.
	a Combined Sales Tax Rate is created in QuickBooks	a Sales Tax Group is created in FSM.
	a Combined Sales Tax Rate is updated in QuickBooks	the corresponding Sales Tax Group is updated in FSM.

Area	If	then
	a Combined Sales Tax Rate is deactivated in QuickBooks	the corresponding Sales Tax Group will be removed from FSM.
	a Sales Tax Group Name or the associated Sales Tax Item Name(s) in FSM contains a colon (:),	the Sales Tax Group will be skipped; an error log will be generated.
	a Combined Sales Tax Rate Name or the associated Tax Rate Name(s) in QuickBooks contains more than 31 characters	the Combined Sales Tax will be skipped; an error log will be generated.

IMPORTANT: All error logs can be consulted via Synchronization Errors Tab of the Settings DashBoard.

Price Items Synchronization

The Price Items Synchronization is accomplished in both directions:

- from FSM to QuickBooks,
- from QuickBooks to FSM.

In FSM price items are grouped into categories.

In QuickBooks price items can be categorized by up to 5 hierarchical levels. Moreover, price items are grouped in Income Accounts.

Price Items Mapping Information

The following table describes the mapping between Price List Items in FSM and Product and Services Items in QuickBooks.

Note: Not all fields in Price Items can be synchronized. The following table describes the mapping between Price List Items in FSM and Product and Services Items in QuickBooks.

Table 6 Price Items Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Price List –Category – Price List item		**Product and Services Item**	
Name	⟷	Name	The **Name** field in FSM is a non-hierarchical field. At the same time, the price item in QuickBooks can be hierarchical. During the synchronization of hierarchical items from QuickBooks to FSM the Price List Item **Name** in FSM will look like: [Parent1 Name]:[Parent2 Name]:...[Name]

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Description	⟷	Description (on sales forms)	No notes.
Price	⟷	Price/Rate	No notes.
Tax Code	⟷	Is Taxable	FSM supports multiple **Tax Code**s (both Basic and Custom Tax Codes) with each **Tax Code** being either Taxable or Non-Taxable. In QuickBooks Product and Services items are either taxable or not. During the synchronization from FSM to QuickBooks: • all taxable **Tax Codes** (regardless of whether they are Basic or Custom) will be converted to taxable items in QuickBooks; • all non-taxable Tax Codes will be converted to non-taxable items in QuickBooks; • all empty **Tax Codes** will be converted to non-taxable values. During the synchronization from QuickBooks to FSM: 1. When synchronizing new price items, the tax code will be assigned according to the Tax Code settings configured in Sync settings (see section General Settings). 2. When synchronizing updated price items: o if the price item taxability is not changed, the tax code will not be changed; o if the price item taxability is changed, the tax code will be converted according to the Tax Code settings configured in Sync settings (see section General Settings); o empty FSM Item tax codes will remain intact.
N/A	———	Income Account	The Income Account field does not exist in FSM. Therefore, the default value configured in Sync settings (see section Items Settings) will be used when synchronization is performed from FSM to QuickBooks.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Price List Category	_____	N/A	The Price List Category field does not exist in QuickBooks. Therefore, the default value configured in Sync settings (see section Items Settings) will be used when synchronization is performed from QuickBooks to FSM.

IMPORTANT: A maximum of five (5) hierarchical levels are supported in QuickBooks.

Price Items Synchronization Scenarios

The following table describes the scenarios for Price Items synchronization.

Table 7 Price Items Synchronization Scenarios

Area	If	then
Price Items		
	a product/service with **Name** A (not a sub-product/service of anything) is created in QuickBooks.	a corresponding Price List Item with **Name** A is created in FSM.
	a product/service with **Name** B is created in QuickBooks which is a sub-product/service of A.	a corresponding Price list Item with Name A:B is created in FSM.

Area	If	then
	a product/service A in QuickBooks is updated to A1 and has sub-products/services B and C below it.	the Price List Items in FSM corresponding to the updated product/service and all sub-products/services are updated: Before Update FSM QBO *A* *A* *A:B* *B* *A:B:C* *C* After Update FSM QBO *A* ***A1*** *A:B* *B* *A:B:C* *C* After Synchronization FSM QBO ***A1*** *A1* ***A1:B*** *B* ***A1:B:C*** *C*
	A Product and Services Item A is deleted from QuickBooks along with sub-products/services B and C.	All corresponding Price List items are deleted from FSM (e.g. A, A:B and A:B:C are all deleted). Before Update FSM QBO *A* *A* *A:B* *B* *A:B:C* *C* After Update FSM QBO *A* ~~***A***~~ *A:B* ~~***B***~~ *A:B:C* ~~***C***~~ After Synchronization FSM QBO ~~***A***~~ ~~***A:B***~~ ~~***A:B:C***~~

Area	If	then
	a Price List Item with **Name** A:B:C is created in FSM with **Price** $22 (Price List Items A and A:B do not exist in FSM or QuickBooks)	the complete product/services hierarchy A:B:C is created in QuickBooks with C having a **Price** of $22 and A and B with $0. A and B then automatically synchronize back to FSM creating new Price List Items A and A:B there. Before Synchronization FSM QBO **A:B:C($22)** After Synchronization FSM QBO **A($0)** **A($0)** **A:B($0)** **B($0)** A:B:C($22) **C($0)** Matching complete hierarchies in both FSM and QBO are created.
	a Price List Item is updated in FSM	The corresponding Product/Service is updated in QuickBooks. Before Update FSM QBO X1 X1 X1:Y1 Y1 After Update FSM QBO **X2** X1 X1:X1 Y1 After Synchronization FSM QBO **X2** **X2** **X2:Y1** Y1 Matching complete hierarchies between FSM and QBO are maintained.

Area	If	then
	a Price List Item is deleted from FSM	the corresponding product/service and all sub-products/services will be deleted from QuickBooks and any sub-Price List Items deleted from FSM. Before Update FSM QBO X1 X1 X1:Y1 Y1 After Update FSM QBO ~~X1~~ X1 X1:X1 Y1 After Synchronization FSM QBO ~~X1~~ ~~X1:X1~~ ~~Y1~~
	a price item with the same parent-child names is created in FSM (e.g. A:A)	The synchronization for this item will fail, the item will be skipped; an error log will be generated.
	a Price List Item with more than five (5) hierarchical levels is created in FSM (e.g. A:B:C:D:E:F)	The synchronization for this item will fail, the item will be skipped; an error log will be generated.

IMPORTANT: All error logs can be consulted via Synchronization Errors Tab of the Settings DashBoard.

Class Synchronization

Classes are used for categorizing transactions. Classes can be hierarchical and can include up to five (5) hierarchical levels.

Prerequisites

In QuickBooks, as well as in FSM, in order to use classes, class tracking should be turned on. For more information on how to turn on class tracking, please see the QuickBooks and FSM User Guides.

When class tracking is enabled you are able to select a class for your invoices and time cards. During synchronization between FSM and QuickBooks invoices will be exported to QuickBooks along with their class information.

If the class tracking is turned off in QuickBooks and in FSM, synchronization of classes will still occur. But invoices exported to QuickBooks will not contain class information.

Class Mapping Information

The following table contains the mapping of Class fields between FSM and QuickBooks.

Table 8 Classes Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Class		**Class**	
Name	↔	Name	Classes in QuickBooks can be hierarchical. To support the hierarchical structure in FSM the colon (:) is used as a hierarchical level separator. The Class Name in QuickBooks cannot contain a colon (:). During synchronization of hierarchical classes from QuickBooks to FSM the FSM Class Name field will be: [Parent1 Name]:[Parent2 Name]:...[Name]

IMPORTANT: A maximum of five (5) hierarchical levels are supported for Classes in QuickBooks. However, class deletions in FSM are not synchronized back to QBO due to a QuickBooks limitation.

Classes Synchronization Scenarios

The following table describes the various scenarios for the Classes synchronization.

Table 9 Classes Synchronization Scenarios

Area	If	then
Classes		
	a class *A* is created in QuickBooks.	a class *A* is created in FSM.
	a class *B* is created in QuickBooks, which is a sub-class of *A*.	a class *A:B* is created in FSM. Before Update FSM QBO *A* *A* After Update FSM QBO *A* *A* ***B*** After Synchronization FSM QBO *A* *A* ***A:B*** *B*

Area	If	then
	a class *A* is updated in QuickBooks	Before Update FSM QBO *A* *A* *A:B* *B* After Update FSM QBO *A* ***A1*** *A:B* *B* After Synchronization FSM QBO ***A1*** *A1* ***A1:B*** *B*
	a class and all sub-classes are deleted from QuickBooks	the corresponding classes are deleted from FSM Before Update FSM QBO *A* *A* *A:B* *B* *A:B:C* *C* After Update FSM QBO *A* *A* *A:B* ~~***B***~~ A:B:C ~~***C***~~ After Synchronization FSM QBO *A* *A* ~~***A:B***~~ ~~**A:B:C**~~

Area	If	then
	a Class with **Name** A:B:C is created in FSM (for this example we'll assume Classes A and A:B don't exist in FSM)	the complete Class hierarchy A:B:C is created in QuickBooks and then newly created Classes A and B automatically synchronize back to FSM creating new classes A and A:B there. Before Synchronization FSM QBO **A:B:C** After Synchronization FSM QBO **A** **A** **A:B** **B** A:B:C **C** Matching complete hierarchies in both FSM and QBO are created.
	a class is updated in FSM	the corresponding Class is updated in QuickBooks and then the hierarchy in FSM is also updated. Before Update FSM QBO A A A:B B A:B:C C After Update FSM QBO A A A:**B1** B A:B:C C After Synchronization FSM QBO A A A:B1 **B1** **A:B1:C** C Matching hierarchies between FSM and QBO are maintained.

Area	If	then
	a class is deleted from FSM	the synchronization for this item will fail, the hierarchical class will be skipped; an error log will be generated. The user should manually delete the corresponding class from QBO.
	a class with more than five (5) hierarchical levels is created in FSM	the hierarchical class will be skipped; an error log will be generated.
	a class with the same parent-child names is created in FSM	the synchronization for this class will fail, the hierarchical class will be skipped; an error log will be generated.

IMPORTANT: All error logs can be consulted via Synchronization Errors Tab of the Settings DashBoard.

Invoice Synchronization

Invoice synchronization is performed only from FSM to QuickBooks (there is no backward synchronization) and only at the times when an invoice status is changed to “Approved”.

Prerequisites

Invoices are only created/updated in QuickBooks at that instant when the corresponding FSM Invoice status is changed to “Approved”.

The Class Tracking setting value must be the same in both QuickBooks and FSM, otherwise Invoice synchronization will fail.

Invoice Mapping Information

The following table contains the mapping of Invoice fields between FSM and QuickBooks.

Table 10 Invoices Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Invoice		**Invoice**	
Invoice Date	→	Date	No notes.
Work Order Number	→	No	Depending on the Synchronization Settings (see section Invoices Settings) the QuickBooks invoice number will either be automatically generated by QBO or be set to the FSM Work Order Number.
Customer	→	Customer	No notes.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Billing Address	→	Billing Address	If the Billing address is not specified in FSM, and a default Customer Billing Address is specified in QuickBooks for this customer, this default Billing Address will be used by QuickBooks.
Zero Location	→	Shipping Address	If the Shipping Address is not specified in FSM, and a default Customer Shipping Address is specified in QuickBooks for this customer, this default Shipping Address will be used by QuickBooks.
N/A	—	Due date	The date when the invoice is synchronized for the first time will be set as the "Due date".
N/A	—	Status	Invoices exported without an accompanying payment will have the "Open" status in QuickBooks. Invoices exported with an accompanying payment will have the "Paid" status in QuickBooks.
Class	→	Class	No notes.
Work Done Description	→	N/A	The Work Done Description is defined during work order completion in FSM and is present in the FSM invoice. A corresponding Work Done Description field does not exist in the QuickBooks Invoice and so the Sync settings optionally support adding the Work Done Description as either the first or last invoice item (see section Invoices Settings for more details).
N/A	—	Send later checkbox	The Send later option is not present in FSM. By enabling the "Invoices to be mailed" option in the Sync settings (see section Invoices Settings for more details), all invoices exported to QuickBooks will have their "Send later" box checked. In the case where the "Invoices to be mailed" option is enabled in Sync settings, make sure the Email address is specified in the Primary Contact section of the Customer Profile in QuickBooks.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
N/A	———	Print later checkbox	The Print later option is not present in FSM. By enabling the “Invoices to be printed” option in Sync settings (see section Invoices Settings for more details), all invoices exported to QuickBooks will have their “Print later” box checked.
N/A	———	Account Reference	In QuickBooks there can be several Accounts receivable in the Chart of Accounts. FSM does not allow the user to specify the Accounts receivable for a given invoice. You are able to specify under which Accounts receivable the Invoice(s) will be exported to in QuickBooks by selecting the “Set the Invoice Account Receivable to” option in Sync settings (see section Invoices Settings for more details).
Price Item Related Fields			
Category	———	N/A	In FSM there are 4 categories of line items that can be added to an invoice: • Labor • Parts • Miscellaneous • Price List The items from Price List are transferred to Products And Services root catalog in QuickBooks. For the remaining Labor, Parts, and Miscellaneous categories, select the desired Products and Services in QuickBooks from Sync settings (see section Invoices Settings for more details).
Item	⟶	Product/Service	No notes.
Description	⟶	Description	No notes.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Qty	→	Qty	In FSM the quantity for items from Labor category is measured in hours and minutes worked. In QuickBooks the worked time will be presented as a decimal value. For example, 5 hours 15 minutes in FSM will be converted to 5.25 in QBO.
Rate	—	Rate	For items from Labor category, the Rate represents an hourly rate. In QuickBooks, the Rate value is not transferred from FSM, but calculated from the transferred fields: Rate=Amount/Quantity.
Amount $ (Rate*Quantity)	→	Amount	No notes.
Sales Tax Code	→	Is Taxable	In QuickBooks the item can only be Taxable or Not.
Sub Total and Total Related Fields			
Sub Total		Subtotal	No note.
Calculate Tax: Before/After Discount	→	Apply Tax: Before/After Discount	If Calculate Tax Before Discount is selected in FSM, when the Invoice is synchronized to QBO the Sales Tax will be calculated first and then the Discount will be applied. If Calculate Tax After Discount is selected in FSM, when the Invoice is synchronized to QBO the Discount will be subtracted first and then the Sales Tax will be calculated.
Sales Tax	→	Sales Tax Rate	No note.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Tax Amount	→	Tax Amount	When Tax is applied after discount to an FSM invoice with some line items discounted and others not there is a potential discrepancy between the FSM and QuickBooks tax amounts. In such a case, the tax value equal to the FSM tax will be transferred during synchronization. The discrepancy arises from the fact that in QuickBooks a discount is always applied evenly across all line items while in FSM that same total discount is applied evenly across only the discounted line items. This can lead to differences in the calculated tax amount.
Discount Percent/Amount	→	Discount Percent/Value	In FSM a discount can be applied to selected line items while in QuickBooks the discount is always applied to all line items. Therefore, if the FSM discount is a percent value and is applied to only some of the invoice items, the discount in QuickBooks will be converted from a Discount percent to a Discount Value matching the equivalent FSM discount value.
Discount Amount	→	Discount line	No note.
Total	→	Total	The total amount is not synchronized but calculated based on QuickBooks business logic; any supplied value is overwritten by QuickBooks.

Invoice Synchronization Scenarios

The following table describes the various scenarios for Invoice synchronization.

Table 11 Invoice Synchronization Scenarios

Area	If	then
Invoice		
	the 1st time the status of the Invoice is set to "Approved" in FSM	a copy of the invoice is created in QuickBooks. Once this invoice has been successfully created the status of the corresponding invoice in FSM is set to "Exported".

Area	If	then
	you wish to modify an FSM Invoice that has been already exported to QuickBooks	change the invoice status in FSM to "Prepared", and then make your desired changes. When the status of the modified Invoice is set to "Approved" again, your changes will be copied to the corresponding QuickBooks Invoice.

Customer Synchronization

The synchronization of Customers is accomplished in both directions:

- from FSM to QuickBooks,
- from QuickBooks to FSM.

In QuickBooks Customers can be grouped into up to 5 hierarchical levels. During synchronization from QuickBooks to FSM all QuickBooks Customer Sub-customers are converted into FSM Customer Service Locations.

Customer Mapping Information

The following table contains the mapping of Customer fields between FSM and QuickBooks.

Table 12 Customer Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Customer		**Customer**	
(Primary Contact) First Name	↔	First Name	The maximum allowed length in FSM is 64 characters and in QuickBooks is 25 characters.
(Primary Contact) Last Name	↔	Last Name	The maximum allowed length in FSM is 64 characters and in QuickBooks is 25 characters.
Display Customer As	→	Company	If the "Include the Service Management Customer Name in the QuickBooks Company Name" is checked in Sync settings (see section Customers Settings for more details), the Company field in QuickBooks will be populated with the "Display As" value from FSM. The maximum allowed length in QuickBooks for the Company is 50 characters and the Display As in FSM is 255 characters.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Display As	⟷	Display name as	In QuickBooks this must be unique across all other customers, employees, vendors, and other names. The maximum allowed length in QuickBooks is 100 characters and in FSM is 255 characters.
N/A	**X**	Print on check as	This field is not present in FSM and is not synchronized.
Primary Phone	⟷	Phone	The maximum allowed length in both QuickBooks and FSM is 100 characters.
Alternate Phone	**X**	N/A	This field is not present in QuickBooks and is not synchronized.
N/A	**X**	Mobile	This field is not present in FSM and not synchronized.
Fax	⟷	Fax	No note.
Email	⟷	Email	Email validation is present in both FSM and QuickBooks. It is possible there are minor variations between the two validation routines that may result in synchronization failures. The maximum allowed length in QuickBooks is 100 characters and in FSM is 512 characters.
N/A	**X**	Website	This field is not present in FSM and not synchronized.
Tax Code	⟷	This Customer Is Taxable	The QuickBooks customer record only defines whether the customer is taxable or not. The FSM customer on the other hand is associated with 1 of N Tax Codes and each Tax Code has a setting to indicate whether it is taxable or not. The Sync settings “Chose the Service Management Tax Code to use against taxable fields” and “Chose the Service Management Tax Code to use against non-taxable fields” determine which Tax Code the FSM Customer gets when synchronized from QuickBooks.
Tax	⟷	Default tax code	No note.
Billing Address	⟷	Billing Address	For more information on Billing Address mapping fields, please consult Table 13 Address Mapping Fields for Customer Entity.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Zero Location	⟷	Shipping Address	Zero Location represents one of the FSM customer locations. When we export a customer from QuickBooks to FSM – a new location is created which is used as a Zero Location. The Zero Location name is equal to the first line (Street) of the Shipping Address or to the Customer name (if the Street field from Shipping Address is empty). When customer update is performed from both systems – the proper location is found by its name - the same as customer name or first line from QuickBooks customer shipping address. For more information on Zero location, please consult the Zero Location Synchronization section on page 54.
N/A	**X**	Notes	This field is not present in FSM and not synchronized.
Location	⟷	Sub-customer	If sub-customer is true in QuickBooks, then this sub-customer maps to a Location in FSM. If false then this customer in QuickBooks maps to a customer in FSM.
N/A	**X**	Bill with parent	This field is not present in FSM and not synchronized.
N/A	**X**	Terms	This field is not present in FSM and not synchronized.
N/A	**X**	Preferred payment method	This field is not present in FSM and not synchronized.
N/A	**X**	Opening balance	This field is not present in FSM and not synchronized.
N/A	**X**	Opening balance date	This field is not present in FSM and not synchronized.
N/A	**X**	Balance With Sub-customers	This field is not present in FSM and not synchronized.
N/A	**X**	This customer pays me with	The field is not present in FSM and not synchronized.
N/A	**X**	Preferred delivery method	This field is not present in FSM and not synchronized.
N/A	**X**	Resale Number	This field is not present in FSM and not synchronized.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Type	———	N/A	In FSM there are 2 types of Customers: Residential and Commercial. When synchronizing customers from QuickBooks to FSM you are able to specify the type for all customers to be synchronized via the Customers setting "When copying a customer to Service Management (from QuickBooks), the Customer Type should be" in the Sync settings (see Customers Settings section for more details).
Notes	**X**	N/A	This field is not present in QuickBooks and not synchronized.
Work Zone	———	N/A	In FSM several Work Zones can be created. A Work Zone is a primary area in which your company works. Using Sync settings (see section Customers Settings for more details) you are able to specify the default Work Zone for customers to be exported from QuickBooks to FSM.

The following table contains the mapping information for Billing/Shipping Address fields of the Customer.

Table 13 Address Mapping Fields for Customer Entity

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Site Details		**Address**	
Address 1	⟷	Street (Line1)	No note.
Address 2	⟷	Street (Line2)	No note.
N/A	**X**	Street (Line3)	This field is not present in FSM and not synchronized.
N/A	**X**	Street (Line4)	This field is not present in FSM and not synchronized.
N/A	**X**	Street (Line5)	The field is not present in FSM and not synchronized.
City	⟷	City/Town	No note.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Country	⟷	Country	During synchronization from QuickBooks to FSM, the Country value (regardless of its length) will be overwritten to “US”. The maximum allowed length in QuickBooks is 255 characters. Note: The Country name field is not visible on the FSM User Interface.
State/Province	⟷	State (for USA) Province (for Canada)	No note.
Zip/Postal Code	⟷	Postal Code	No note.
N/A	**X**	Note	This field is not present in FSM and not synchronized.
N/A	**X**	Lat	This field is not present in FSM and not synchronized.
N/A	**X**	Long	This field is not present in FSM and not synchronized.

Customer Synchronization Scenarios

The following table describes the various scenarios for Customer synchronization.
Note: the term Customer refers to the Root Customer.

Table 14 Customer Synchronization Scenarios

Area	If	then
Customer		
	a Customer is created in QuickBooks,	the corresponding customer is created in FSM.
	a Customer is updated in QuickBooks,	the corresponding customer is updated in FSM.
	the Shipping Address is deleted from a Customer in QuickBooks,	the corresponding Zero Location will not be deleted but the address fields in the Zero Location will be made empty. The name of the Zero location will be unchanged.

Area	If	then
	a Sub-customer is made inactive in QuickBooks,	the corresponding Location is deleted from the Customer in FSM.
	An existing QuickBooks Customer “A” becomes a sub-customer of Customer “B”	Customer A will be deleted in FSM and a new Location, corresponding to Customer A, will be created below Customer B.
	in QuickBooks a Customer “A” becomes a sub-customer of Customer “B” and before synchronization can occur the corresponding FSM Customer “A” is modified (i.e. a synchronization conflict arises),	The resulting synchronization behavior depends on which system is the master (as determined by the Sync setting “Select the system that gets higher priority when a data modification conflict occurs”). If FSM is master then the QuickBooks Customer “A” will not be linked to Customer “B”; If QuickBooks is master then new locations will be created in FSM for Customer “B”, corresponding to Customer A , and Customer A in FSM will be deleted
	in QuickBooks sub-customer “A” is disassociated from its parent customer “B” (i.e. sub-customer “A” becomes a Customer),	In FSM all locations for Customer B corresponding to sub-customer A will be deleted and a new customer A will be created.
	in QuickBooks the parent of a sub-customer is changed,	In FSM all locations corresponding to that sub-customer will be moved from the old parent customer to the new.
	a Customer is made inactive in QuickBooks (along with any sub-customers),	the corresponding Customer will be deleted from FSM. This deletion will then result in “(deleted)” being appended to the inactivated Customers in QuickBooks.
	a Customer is created in FSM,	the corresponding customer is created in QuickBooks.
	a Customer is updated in FSM,	the corresponding customer is updated in QuickBooks.
	the Zero Location is deleted from a Customer in FSM,	the Shipping Address is deleted from the corresponding Customer in QuickBooks.
	a Location (not Zero Location) is deleted from a Customer in FSM,	the corresponding sub-customer is made inactive in QuickBooks and “(deleted)” is appended to the customer name.

Area	If	then
	a Customer is deleted from FSM,	the corresponding Customer, as well as all associated sub-customers (if any), are made inactive in QuickBooks. Also "(deleted)" is appended to the inactivated customer names.

Location Synchronization

A Location in FSM represents a site where service will be provided to the customer. Each customer can have several locations in FSM. Each location (except the special Zero Location) will correspond to a sub-customer in QuickBooks.

The synchronization of Locations is accomplished in both directions:

- from FSM to QuickBooks,
- from QuickBooks to FSM.

Location Mapping Information

The following table contains the mapping of Location fields between FSM and QuickBooks.

Note: Not all the Location fields can be synchronized. The following table lists only those fields which are synchronized.

Table 15 Location Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Location		**Sub-customer**	

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Service Location Name	⟷	Display name as	The maximum allowed length in QuickBooks is 100 characters and cannot contain a colon (:). The Location/Sub-customer name should be unique within a parent. Customers in QuickBooks can be hierarchical and can contain up to 5 (five) levels of hierarchy, where the first level represents a customer and all others represent sub-customers in QuickBooks and Service Locations in FSM. To support the hierarchical structure in FSM the colon (:) is used as a hierarchical level separator. During the synchronization of hierarchical Sub-customers from QuickBooks to FSM the Service Location Name field will look like: [Sub-customer Level1 Name]:[Sub-customer Level2 Name]:[Sub-customer Level3 Name]:[Sub-customer Level4 Name].
City	⟷	Shipping address City/Town	The maximum allowed length in FSM is 40 characters and 255 characters in QuickBooks.
State/Province	⟷	Shipping address State (for USA) or Province (for Canada)	The maximum allowed length in FSM is 2 characters and QuickBooks is 21 characters.
Zip/Postal Code	⟷	Shipping address Postal Code	The maximum allowed length in FSM is 10 characters and QuickBooks is 31 characters.
Country	⟷	Shipping address Country	During synchronization from QuickBooks to FSM, the Country value (regardless of its length) will be overwritten to “US”. The maximum allowed length in QuickBooks is 255 characters. Note: The Country name field is not visible on the FSM User Interface
Address 1	⟷	Shipping address Street (Line 1)	The maximum allowed length in FSM is 128 characters and QuickBooks is 500 characters.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Address 2	⟷	Shipping address Street (Line 2)	The maximum allowed length in FSM is 128 characters and QuickBooks is 500 characters.
Tax Code	⟷	This Customer Is Taxable	No note.
Tax	⟷	Default tax code	No note.

IMPORTANT: A maximum of five (5) hierarchical levels are supported for Customers in QuickBooks.

Location Synchronization Scenarios

The following table describes the various scenarios for Location synchronization.

Table 16 Location Synchronization Scenarios

Area	If	then
Location		
	a Service Location is created in FSM,	a corresponding Sub-customer is created in QuickBooks.
	a Service Location is updated in FSM,	the corresponding Sub-customer is updated in QuickBooks.
	a Service Location (not Zero Location) is deleted in FSM,	the corresponding Sub-customer is made inactive in QuickBooks.
	a Sub-customer is created in QuickBooks,	a corresponding Service Location is created in FSM.
	a Sub-customer is updated in FSM,	the corresponding Service Location is updated in FSM.
	a Sub-customer is made inactive in QuickBooks,	the corresponding Service Location is deleted in FSM.

Zero Location Synchronization

The Zero Location is a special location in FSM. Only one Zero Location can be defined for a Customer and it is synchronized with the corresponding Customer Shipping Address in QuickBooks.

The synchronization of the Zero Location for a Customer is accomplished in both directions:

- from FSM to QuickBooks,
- from QuickBooks to FSM.

Zero Location Mapping Information

The following table contains the mapping of Zero Location fields between FSM and QuickBooks.

Note: Not all the Zero Location fields can be synchronized. The following table lists only those fields which are synchronized.

Table 17 Zero Location Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Zero Location		**Customer Shipping Address**	
Service Location Name	←	Shipping address Street (Line 1) or Customer name if the Street (Line 1) of the Shipping address is empty	The Zero Location in FSM does not support the hierarchical structure. Therefore, the Zero Location name cannot contain a colon (:). The Zero Location name should be unique among all location names for that Customer During synchronization from QuickBooks to FSM the Zero Location name field will be populated with: • Shipping address Street (Line 1); • Customer name if the Street (Line 1) of the Shipping address is empty.
Address 1	↔	Shipping address Street (Line 1)	The maximum allowed length in FSM is 128 characters and 500 characters in QuickBooks.
Address 2	↔	Shipping address Street (Line 2)	The maximum allowed length in FSM is 128 characters and 500 characters in QuickBooks.
City	↔	Shipping address City/Town	The maximum allowed length in FSM is 40 characters and 255 characters in QuickBooks.
State/Province	↔	Shipping address State (for USA) or Province (for Canada)	The maximum allowed length in FSM is 2 characters and 21 characters in QuickBooks.
Zip/Postal Code	↔	Shipping address Postal Code	The maximum allowed length in FSM is 10 characters and 31 characters in QuickBooks.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Country	⟷	Shipping address Country	During synchronization from QuickBooks to FSM, the Country value (regardless of its length) will be overwritten to “US”. The maximum allowed length in QuickBooks is 255 characters. Note: The Country name field is not visible on the FSM User Interface

Zero Location Identification

When exporting a newly created customer from QuickBooks to FSM, a Zero Location will always be created in FSM synchronized to the Shipping Address in QuickBooks.

When a customer is added to or updated in FSM, the following steps are used to identify Zero Location in QuickBooks during synchronization (the priority is from 1 to 5):

1) Saved location ID in mappings;
2) By matching customer name with location name;
3) By matching with QuickBooks customer Shipping address line1;
4) Comparing QuickBooks customer Id with internal Location Number;
5) If no matches found - the location with minimal ID that is not synchronized with Sub-customer will be used.

Zero Location Synchronization Scenarios

The following table describes the various scenarios for Zero Location synchronization.

Table 18 Zero Location Synchronization Scenarios

Area	If	then
Zero Location		
	a Zero Location is created in FSM,	a Shipping address is created for the corresponding Customer in QuickBooks.
	the first Location created for a Customer in FSM has a Service Location Name containing a “:” character.	an error will be shown: “Zero location name can’t contain a colon (:)”.

Area	If	then
	a Location in FSM has a hierarchical structure (for example, [parent name]:[child name]), where [parent name] matches the Zero Location name,	an error will be shown: “Parent location is used as a shipping address. Please specify another parent name.”
	a Zero Location is updated in FSM,	the Shipping address for the corresponding Customer is updated in QuickBooks.
	you try to delete the Zero Location from a Customer in FSM and this is the only location for this Customer,	this Zero Location will not be deleted in FSM, and the following error message will be displayed: You cannot delete this Service Location because of the following reason(s): • This is the only Service Location for this Customer.
	You try to delete the Zero Location for a Customer in FSM and this Customer has several Locations,	this Zero Location will be deleted from FSM and the Shipping address for the corresponding Customer in QuickBooks will be deleted. One of the remaining Locations will become the new Zero Location in FSM. The address of this new Zero Location, if any, will populate the Shipping address fields of the corresponding Customer in QuickBooks.
	a new location (non-hierarchical or hierarchical) is added to FSM and there is no Zero Location,	this new location will be taken as a Zero Location in FSM.
	Zero Location was removed from FSM and the hierarchical locations are added to FSM: [parent] and [parent]:[child],	the [parent] location becomes a zero location. During synchronization of [child] location the error will be shown: “Parent location is used as a shipping address. Please specify another parent name.”
	a Shipping address is created for a Customer in QuickBooks and there is no Zero Location in FSM,	the Zero Location is created for the Customer in question in FSM.

Area	If	then
	a sub-customer is added to QuickBooks with the same name as the zero Location name in FSM	the Location is not created, the error is shown: "Such location name was already used".
	a Shipping address is updated in QuickBooks,	the corresponding Zero Location is updated in FSM.
	a Shipping address is deleted from a Customer in QuickBooks,	the Zero Location will not be deleted from FSM, but all its fields will be cleaned up.

IMPORTANT: All error logs can be consulted via Synchronization Errors Tab of the Settings DashBoard.

Payment Synchronization

The synchronization of Payments is performed only from FSM to QuickBooks (there is no backward synchronization).

Payment Mapping Information

The following table contains the mapping of Payment fields between FSM and QuickBooks.

Note: Not all Payment fields can be synchronized. The following table contains the mapping information of the Payment in FSM and Sub-customers in QuickBooks to be synchronized.

Table 19 Payment Mapping Table

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Payment		**Payment**	
Payment Date	→	Payment date	If the date is not supplied, the current date on the server is used.
Memo	→	Memo	No note.
Amount	→	Amount	Rounded to 2 decimals during synchronization.
N/A	———	Account Reference	For more information on Account Reference field please see Table 10 Invoices Mapping Table.
Payment Method	→	Payment method	The complete mapping between payment methods in FSM and QuickBooks is defined in the Sync settings (see section Payment Methods Settings for more details).

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Check number (for check payment method) Reference # (for cash and credit card payment methods) or Invoice Reference Number or Work Order Number	→	Reference no.	For example: • If check payment method was used, the check number is used. • If cash or credit card payment method was used, then the reference # is used. If a payment reference number is not provided, the Invoice Reference Number will be used. If an Invoice Reference Number is not provided, the Work Order Number will be used as a payment reference number.
Number	→	Credit card number	Is used for Credit card payment method only. This field represents the Credit Card account number, as printed on the card. It must not have whitespace or formatting characters.
Name on card	→	Name on card	Is used for Credit card payment method only. This field represents the account holder name, as printed on the card.
Expiration date: Month	→	Expiration date: Month	Is used for Credit card payment method only. This field represents the expiration month on card, expressed as a number: 1 = January, 2= February, etc.
Expiration date: Year	→	Expiration date: Year	Is used for Credit card payment method only. This field represents the expiration year on card, expressed as a 4 digit number 2016, 2017, etc.

Field Service Management (FSM)	Supported Mapping Direction	QuickBooks	Notes
Street	→	Street Address	Is used for Credit card payment method only. Credit card holder billing address of record: the street address to which credit card statements are sent.
Zip	→	Postal Code	Is used for Credit card payment method only. This field represents the credit card holder billing postal code (five digits in the USA).
Is Swipe	→	Swipe Card	Credit card transaction mode used in Credit Card payment transactions. Valid values are: CardNotPresent (default) or CardPresent. CardPresent when Swipe card is enabled.
N/A	**X**	Process Payment checkbox	The Process Payment checkbox for all exported payments from FSM to QuickBooks will be unchecked.
Credit Card Payment Amount	→	Credit Card Payment Amount	Amount for credit card transaction.

Payment Synchronization Scenarios

The following table describes the various scenarios for Payment synchronization.

Table 20 Payment Synchronization Scenarios

Area	If	then
Payment		
	a Payment is created for the Invoice in FSM,	this payment is created for the corresponding Invoice in QuickBooks after this Invoice is transferred to the “Approved” status in FSM and exported to QuickBooks.

Area	If	then
	a paid invoice has been updated and the additional payment is received for it in QuickBooks and afterwards, this paid Invoice has been updated in FSM and transferred to the status “Approved”,	this invoice, as well as its payment will be overwritten in QuickBooks with values from FSM during synchronization. Note: In FSM payments can be received for an invoice only once.

Recommendations

Sales Tax Item names should contain no more than 31 characters and cannot contain a colon (:).

Class names cannot contain a colon (:).

Customer First Names should contain no more than 25 characters.

Customer Last Names should contain no more than 25 characters.