2. QuickBooks Desktop Integration User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this guide, please send us an email via the user page contact form here. Thank you.

Created: 30/07/2017 | By: Magenest | Support portal: http://servicedesk.izysync.com/servicedesk/customer/portal/33

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Introduction

Magento 2 Quickbooks Desktop Integration for Magento 2 is a powerful extension that helps merchants synchronize error-free data from your Magento 2 store to QuickBooks Desktop automatically in real-time. Merchants can transfer unlimited online transaction data at a glance.

Main Features

- Connect to multiple QuickBooks company file
- Synchronize customer data from Magento 2 to QuickBooks. Update Customer data when updating customer information from Magento 2.
- Synchronize Guest data depend on Magento Order information to QuickBooks
- Synchronize Payment method & Shipping method from Magento 2 to QuickBooks
- Synchronize Product data to QuickBooks. Update Product data include updating stock when there is modification action from Magento 2.
- Mapping Tax data between Magento 2 and QuickBooks
- Synchronize Order data from Magento to QuickBooks with full information such as Shipping/Billing Address, order line items with tax/non-tax, Discount/Shipping amount
- Synchronize Partial/Full Invoice and corresponding Receive Payment from Magento 2
- Synchronize Partial/Full Credit memo data from Magento 2 with adjustment fee /adjustment refund



System Requirements

Your store needs to be running on Magento version 2.2.1x, 2.3.x, 2.4.x

Prerequisites

- You have to use SSL for your website
- Web connector application is required on the computer that installs QuickBooks with version 2.1.0.30 and older versions
- Support QuickBooks version:
 - QuickBooks Enterprise Solutions
 - QuickBooks Premier (2002 or later)
 - QuickBooks Pro (2002 or later)
 - QuickBooks Simple Start (2006 or later)
 - Canadian editions of QuickBooks Pro, Premier, or Enterprise (2003 or later)
 - UK editions of QuickBooks Pro or Accountant Edition (2003 or later)

Please note: QuickBooks Web Connector 2.1.0.30 and older versions only support up to TLS 1.0

How to setup connection

First of all, you have to set up the connection between the Magento website and QuickBooks software through the Web connector application. Please follow the below steps:

Step 1: Create a user for QuickBooks Web Connector

• In this step, you have to create a user account that will be used to establish a connection between Magento 2 and Web connector. You can create one by going to **QuickBooks Desktop > Manage User**, and click on **Add New User**.

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DASHBOARD SALES	Queue Manage Queues	0							Reload Data		
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FIND PARTNERS & EXTENSIONS		1 \$2 1 \$5 1 \$5	9.00								

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QUICKBOOKS DESKTOP				
REPORTS	() Copyright © 2020 Magento Commerce Inc. All rights reserved.		Mage Account Activity. Re	nto ver. 2.3.1 port an Issue

• Fill all the fields then click **Save Information** to save the entered information. The **username** and **password** will be used with QuickBooks Web Connector later on.

DASHBOARD	Information								c) 🏥 上 doanhen2 🗸
\$ SALES						← Back	Delete	Reset	Save and Continue Edit	Save Information
CATALOG										
CUSTOMERS	INFORMATION	User Information								
MARKETING	General Information		User Name 🔺	magenest						
CONTENT			Password							
			Status *	Enable 💌						
REPORTS										
STORES	n Copyright © 2020 Magento Commerce Inc. All rights reserved.									Magento ver. 2.3.1 Account Activity Report an Issue

+ At the end of this step, you have to set up the account for the connection by going to QuickBooks Desktop > Configuration > Connection Settings

Store View: Default Config •		Save Config
GENERAL SECURITY	QuickBooks Desktop Support Subma a ticket Constat us support@magnest.com	
MAGENEST	I to configure this extension, please read our User Cubie For us to better diagnose your site, please enable debug mode and send us this file along with your support request	ver. 3.0.0
QuickBooks Desktop CATALOG	Connection Settings V V V V V	$\overline{\bigcirc}$
CUSTOMERS	QuickBooks Desktop Version Jarre view Canada	
SALES ENGAGEMENT CLOUD	Company Selected Mos company selected Mos company selected Mos company selected	
SERVICES	Auto run application every min Ino	
ADVANCED	Unable (August Settings	
	Synchronize Settings	
	Debug Setting	\odot
	Store View Default Config • GENERAL GENERAL SECURITY MAGENEST CATALOG CUSTOMERS SALES ENGAGEMENT CLOUD SERVICES ADVANCED	

Step 2: Establish the connection

Please click on the "Query company" button to download the connection file to add to the Web connector application:

ाEileditiew	Lists Favorites	Accountant Company	Customers Ven	tors Employ	ees <u>B</u> anking <u>R</u> eports	Window Hel	lp							≣ ▼ (0] 🕶 = 6	e ×
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😭 Home	Select a .QWO	file							×					Open Balance	v
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Company	Organize 🔻	New folder							- 🔳 🕜	All					
Calendar	a. n. 11									DATE ¥	ACCOUNT	AMOUNT (USD)			
Snapshots	Desktop	··· , [_			(39)					rangactions of two "All Transactions" fills	and by "All" in data range "All"				
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Employees	QBD-172									View	vlog Troubleshoot Help				
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Reports	Upgrade														
App Center	 OneDrive 			2						nke Woh Connector					
	🛄 This PC			~											
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G Order Checks &	Tax Forms	 Durch, Jason 	1,00%.00												
QuickBooks Onlin	ine Accountant	- Room Additi	1,005.00	- 11	Manage Transact	tions	Run Reports								
See Financing O	options	· Gampaleii, Hea	13,000.00		include fransact		nun Reporta								

• While adding the application file, there are some pop-ups to request permission for this file:

QBWebC	Connector - Warning	x						
?	QBWC1058: The application that you are trying to load from web connector configuration (.qwc) file, matches the name of a application already registered with the QBWebConnector. However, the application you are trying to load contains a different file id than existing application.							
	What do you want to do?							
	Click Yes to replace existing application. Click No to create a duplicate application. Click Cancel to skip this operation and run QBWebConnector.							
	Yes No Cancel	1						



QuickBooks - Application Certificate 🛛 🗙									
file: Rock Castle Construction Access may include reading and modifying QuickBooks data as well as enhancing the QuickBooks user interface (where applicable). THE APPLICATION CALLS ITSELF Connect Company CERTIFICATE INFORMATION Description: Developer: Intuit, Inc. Developer identity has been verified by: Symantec Class 3 SHA256 Code Signing CA									
	QUICKBOOKS SOLUTIONS MARKETPLACE Solutions that integrate with QuickBooks								
Do you want to allow this application to read and modify this company file? No Yes, prompt each time Yes, whenever this QuickBooks company file is open Yes, always; allow access even if QuickBooks is not running									
Allow this application to access personal data such as Social Security Numbers and customer credit card information.									
2	Continue Cancel Help								

• QuickBooks will then ask you how and when you'd like for QuickBooks to allow Web connector to access your company file. There are 4 options in the above image:

- No: not allow read and modify, if you choose this option, it will not read or modify Quickbooks data, so cannot integrate data between 2 systems.
- Yes, prompt each time: every time that you run the application, it will ask again
- Yes, whenever this QuickBooks company file is open
- Yes, always; allow access even if QuickBooks is not running

+ After adding the connection file to the Web connector application, run the application that has been added:

👩 QuickBooks Web Connector 2.3.0.36		- 3		_	□ ×
File Help					
Select All Select None Updat	e Selected			View Log Troubleshoo	t Help
Application	Auto-Run	Every-Min	Status	Password	d Remove
Connect Company ✓ For support: <u>http://localhost.upqrade/</u> <u>support.php</u>		0	Last run: Last result: Ready Click for more information	******	Remove
2					
Application Progress		1009	6		
Total Progress		0%			
Password Saved				Add a	en Application Exit

Note: the password is the password of the user which be created in Step 1

• Once the connection setup is done, you should see the following image:

Ŵ	Configuration					Q	🧀 💄 doanhcn2 🗸	
DASHBOARD SALES	Store View: Default Config 💌 🔞						Save Config	
	GENERAL	~	QuickBooks Desktop					
	CATALOG	~	Support: Submit a ticket Contact us: support@magenest.com					
M	SECURITY	~	To configure this extension, please read our User Guide For us to better diagnose your site, please enable debug mode and send		ver. 3.0.0			
	MAGENEST	^	Connection Settings		\odot			
	QuickBooks Desktop	xBooks Desktop Company Rock Castle Construction is now connected						
3	CUSTOMERS	~	QuickBooks Desktop Version [store view]	United States	w.			
QUICKBOOKS DESKTOP	SALES	~	Company [store view]	Rock Castle Construction	•			
STORES	ΥΟΤΡΟ	~	User Name (store view)	magenest	• 0			
SYSTEM	ENGAGEMENT CLOUD	~	Auto run application every min [store view]	100	0			
FIND PARTNERS	SERVICES	~	[global]	Disconnect Company	0			
a Drienslond	ADVANCED	~	Mapping/Query Settings				\odot	
			Synchronize Settings				0	
			Debug Setting				\odot	

Mapping Tax

In this step, the module will map the existing taxes in both systems, therefore, you have to have the corresponding taxes in both Magento and QuickBooks. When all taxes have been prepared, please do the following step to mapping them:

Step 1: Query Tax from QuickBooks

+ First of all, get query-tax.qwc file to add to Web connector:

Î	One or more of the Cache Types are invalidat		System Messages: 1 💌		
DASHBOARD	Configuration			۹	🏥 💄 doanhcn2 🗸
Sales	Store View: Default Config 💌 👔				Save Config
CATALOG	GENERAL	~	QuickBooks Desktop		
	CATALOG	~	Support Submit a ticket Contact us: supportEmageneticom To configure this extension, please reade our User Cuide For us to better diagnoss your site please enable debug mode and send us this file along with your support request		ver. 3.0.0
CONTENT	MAGENEST	^	Connection Settings		\odot
	QuickBooks Desktop		Mapping/Query Settings		6
	CUSTOMERS	~	⊙ Mapping Tax		
stores	SALES	~	Usebuli Query Taxes		
SYSTEM	YOTPO ENGAGEMENT CLOUD	~	Synchronize Settings		\odot
& EXTENSIONS	SERVICES	~	Debug Setting		\odot
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6	👩 QuickBooks Web Connector 2.3.0.36 – 🗆 🗙										
Fil	e Help										
	Select All Select None Update Selected View Log Troubleshoot Help										
	Application	Auto-Run	Every-Min	Status	F	Password	Remove				
	Connect Company Rock Castle Construction For support: <u>http://localhost.upgrade/</u> <u>support.php</u>		•	Last run: Last result: Complete! <u>Click for more information</u>	[******	Remove				
	Mapping Tax For support: <u>http://localhost.upgrade/</u> <u>support.php</u>		0	Last run: Last result: Ready <u>Click for more information</u>	[******	Remove				
[^]	Application Progress		100%								
T	otal Progress		100%								
5	cheduling has been disabled for Mappin	g Tax				Add an A	pplication				
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General After Update Selected, you will see all of the taxes that exist in QuickBooks in the Mapping Tax table.

Ŵ	One or more of the Cache Types are invalidated: Cont	figuration, Page Cache. Please go to Cache Management and refres	h cache types.	System Messages: 1 💌
 DASHBOARD	Mapping Tax Code			Q 💋 1 deanhcn2 •
\$ SALES				Apply
CATALOG				
CUSTOMERS	Search Reset Filter 3 records found			20 • per page < 1 of 1 >
-	Tax Rate ID	Tax Title	Rate	Taxes in Quickbooks
MARKETING				
CONTENT	1	US-CA-*-Rate 1	8.2500	US-MI-*-Rate 1
REPORTS	2	US-NY.*-Rate 1	8.3750	US-M-*-Rate 1 US-M-*-Rate 1 US-CA-*-Rate 1
	3	US-MI-*-Rate 1	8.2500	East Bayshd Sales Tax 8.25 Out of State San Domingo
				San Tomas
SYSTEM	Opyright © 2020 Magento Commerce Inc. All rights res	served.		Magento ver. 2.3.3 Privacy Policy Account Activity Report an Issue

Step 2: Mapping Taxes

🔂 QuickBooks Desktop -> Mapping -> Mapping Taxes, you will see a table which shows all of the taxes in both Magento and QuickBooks

You should set the mapping for the QuickBooks tax that corresponds to the Magento tax.

+ Finally, click the **Apply** button to save the Mapping.

Ŵ	QuickBooks ×	es are invalidated: Configuration, Page	Cache. Please go to Cache Management and refresh cache types.		System Messages: 1 💌
	Desktop				Q 📫 🚨 daanhcn2 🗸
\$ SALES					3 Apply
CATALOG	manage Queues	1			
CUSTOMERS		cords found			20 v per page < 1 of 1 >
MARKETING	Mapping Taxes		Tax Title	Rate	Taxes in Quickbooks
CONTENT			US-CA-*-Rate 1	8.2500 2	US-MI-*-Rate 1 V
	Manage User		US-NY-*-Rate 1	8.3750	US-NY-*-Rate 1 V
QUICKBOOKS DESKTOP	Configuration		US-MI+*-Rate 1	8.2500	US-CA-*-Rate 1 v
STORES					
SYSTEM		merce Inc. All rights reserved.			Magento ver. 2.3.3 Privacy.Policy Account Activity Report an Issue
FIND PARTNERS & EXTENSIONS					

Synchronize Magento Data

Magento data will be synchronized into QuickBooks when all of them exist in the Queue table with Queue status.

Configuration

• You have to set up some configuration before synchronizing Magento data into QuickBooks. Go to QuickBooks Desktop -> Configuration -> Synchronize Settings

Ŵ	Configuration		Q 🔎 1 doanhcn2 🗸
DASHBOARD \$	Store View: Default Config •		Save Config
SALES	GENERAL	QuickBooks Desktop	
CUSTOMERS	SECURITY	Support Submit a ticket Constant us: supportBingenet.com Constant us: supportBingenet.com To configure this astension, please reado ur: User Guids For our to better diagness your site, please enable debug mode and send us this file along with your support request	ver. 3.0.0
MARKETING	QuickBooks Desktop	Connection Settings	\odot
QUICKBOOKS	CATALOG	V Mapping/Query Settings	\odot
DESKTOP	CUSTOMERS	Synchronize Settings	6
	SALES	✓ Synchronize Customer	
STORES	ENGAGEMENT CLOUD	✓ ○ Synchronize Product	
SYSTEM	SERVICES	·	
FIND PARTNERS	ADVANCED	Sales Settings	
& EXTENSIONS		\odot Synchronize Order	
		⊙ Synchronize Invoice	
		⊙ Synchronize Credit Memo	
		Max records per Request [tarre vive]	
		[global] Synchronization from Magento	
		Debug Setting	\odot

• When you open each section, you may see the following settings:

• Synchronization date from: set update which use to filter when you add object data to Queue by click button in the Header of the Queue table (second way to add data to Queue table)

- Income Account: Enter Income account name which use to create Inventory Item in QuickBooks
- Other Income Account: Enter Income account name which use to create Other charge item in QuickBooks
- Discount Income Account: Enter Income account name which use to create Discount item in QuickBooks
- Account for Non-Inventory Item: Enter account name which use to create Non-Inventory item in QuickBooks
- Cost of Goods Sold Account: Enter COGS account name which use to create Inventory item in QuickBooks
- Asset Account: Enter Asset account name which use to create Inventory item in QuickBooks
- Max records per Request: When you click to Update Selected or Autorun is triggered in the Web connector, there will be a lot of requests sent to
 Magento to get data and import to QuickBooks. This field will set the number of items that will be imported into Quickbooks in each of these
 requests. By default, if you don't set a value for this configuration, it will process all records of one type for each request.

Please note that you shouldn't set it up too large or leave it blank to avoid connection timeout error.

Add data to Queue table

• You can add Magento data to the Queue table in the following way:

- Auto-add by trigger add/edit object. It means when you create a new customer or new Order or same that, it is automatically added into the Queue table.
- Add a set of object data with date filter by clicking the button in the header of the Queue table

Û	Ma	nage (Queue							Q 🔎 🛓 doanhen2 🗸
DASHBOARD				-		Add Payr	nent & Shipping Me	ethods Add Customers	Add Products Add Or	ders Add Invoices Add Credit Memos
\$ SALES										
CATALOG										Filters Obfault View Columns
ŧ	Actio	ins		 38 records found 						50 • per page < 1 of 1 >
COSTOMERS		ID	Entity ID	Туре	Increment ID	Action Name	Status	Enqueue Datetime	Dequeue Datetime	* Message error Action
MARKETING		30	10	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
		21	26	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
CONTENT		22	13	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
REPORTS		23	14	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
6		24	17	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
QUICKBODKS DESKTOP		25	11	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
STORES		26	12	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
~		27	16	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
SYSTEM		28	15	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
		29	9	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
& EXTENSIONS		20	18	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
		31	28	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		

• Add specific object data by using Mass action:

Dasheoard	Orders								Q 📫 🕹 deenhan2 •
\$ SALES									Create New Order
CATALOG	Search by keyword	7 records	Q s found (1 selected)					Filters	Default View
	Cancel		Purchase Date	1 Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action Signifyd Guarantee Decision
CONTENT	Unhold	pre	Sep 30, 2020 10:09:15 AM	Veronica Costello	Veronica Costello	\$31.21	\$31.21	Complete	View
REPORTS	Print Invoices Print Packing Slips	pre	Sep 28, 2020 9:19:04 AM	Veronica Costello	Veronica Costello	\$70.71	\$70.71	Closed	View
	Print Credit Memos Print All	pre	Sep 23, 2020 7:21:52 AM	Veronica Costello	Veronica Costello	\$92.27	\$92.27	Pending	View
stores	Print Shipping Labels Add Order(s) to Queue	ore Tew	Sep 23, 2020 7:19:45 AM	Veronica Costello	Veronica Costello	\$92.27	\$92.27	Pending	View
FIND PARTNERS & EXTENSIONS	Batch Process	Main Website Store Default Store View	May 8, 2020 3:27:33 AM	James Doan	James Doan	\$27.00	\$27.00	Pending	View
	000000002	Main Website Main Website Store Default Store View	Jan 31, 2020 3:32:51 AM	Veronica Costello	Veronica Costello	\$39.64	\$39.64	Closed	View
	Ø00000001	Main Website Main Website Store Default Store View	Jan 31, 2020 3:32:49 AM	Veronica Costello	Veronica Costello	\$36.39	\$36.39	Processing	View

Synchronize Data to QuickBooks

Step 1: Download Synchronize Queue file

Go to QuickBooks Desktop -> Configuration -> Synchronize Settings, click the Synchronize from Magento button to download the sync-queue.qwc file

6	-		
	Store View: Default Config 🔹 🚱		Save Config
UKSHBUARU			
\$ SALES	GENERAL	QuickBooks Desktop	
	CATALOG	Support: Submit a ticket Contact us: support@magenest.com	
*	SECURITY	To configure this extension, please read our User Guide For us to better diagnose your site, please enable debug mode and send us this file along with your support request	ver. 3.0.0
	MAGENEST	Connection Settings	\odot
	QuickBooks Desktop	Mapping/Query Settings	\odot
	CUSTOMERS	Synchronize Settings	\odot
6	SALES	\odot Synchronize Customer	
	ТОТРО	Synchronize Product	
STORES	ENGAGEMENT CLOUD		
SYSTEM	SERVICES	⊖ Sales settings	
IND PARTNERS	ADVANCED	, 💿 Synchronize Order	
		⊙ Synchronize Invoice	
		⊙ Synchronize Credit Memo	
		Max records per Request (store view)	
		(global) Synchronization from Magento	

Step 2: Run the file in the Web connector

Add the file that you downloaded in step 1 to the Web connector. Then you can update manually by **Update Selected** or use the **Autorun** function to get data from Magento to QuickBooks.

0	QuickBooks Web Connector 2.3.0.36				_	
File	Help					
5	elect All Select None Update	Selected		View	Log Troubleshoot	Help
	Application	Auto-Run	Every-Min	Status	Password	Remove
	Connect Company Rock Castle Construction For support: <u>http://localhost.upgrade/</u> <u>support.php</u>		•	Last run: Last result: Complete! <u>Click for more information</u>	*******	Remove
	Mapping Tax Rock Castle Construction For support: <u>http://localhost.upgrade/</u> <u>support.php</u>		•	Last run: Last result: Complete! <u>Click for more information</u>	******	Remove
~	Synchronization from Magento For support: <u>http://localhost.upgrade/</u> support.php		0	Last run: Last result: Ready <u>Click for more information</u>	******	Remove
•		T				
Ap	plication Progress		100%	6		
Tot	tal Progress		0%			
Pas	ssword Saved				Add an a	Application
					Hide	Exit

Note:

- Simple, Virtual, Giftcard, Downloadable products in Magento will create an inventory item in Quickbooks.
- Other products such as Bundle products, Configurable products, Group products will create a non-inventory item **without a** list of child items. Only SKU, price, and description will be imported.
- Only Support *Inventory item* and *Non-inventory* item when synchronizing Sales Order.
- The order of the items that are processed while importing to Quickbooks are Shipping method, Payment method -> Customer/Guest -> Product -> Order -> Invoice -> Receive payment -> Credit memo.

You have to make sure that all the information needed to create an *order/invoice/receive payment/credit memo* must be imported successfully before importing them into Quickbooks to avoid **not found error**.

Queue table information

In default, the Queue table only shows the item that belongs to the current company. When you change to another company, you have to add data again.

Explain the columns function:

- Entity ID: Magento entity id
- **Type**: Magento entity type
- Increment ID: The ID of Order, Invoice, Receive payment (is Invoice ID) and Credit memo
- Action name: Add or Mod
- Status:

- Queue: the records are ready to synchronize to Quickbooks.

- Synchronizing: the records are processed by Web connector.

\sim										
101	Mai	nage (Queue							Q 📫 doanhen2 🔻
DASHBOARD				_		Add Dave	eest 0 Chinaina M	athede Add Customers	Add Desducts Add Ord	Add Investors Add Condit Mamor
\$						Add Payr	nent & shipping M	Add Customers		Add Invoices Add Credit Menios
SALES										🝸 Filters 💿 Default View 👻 🏠 Columns 💌
CATALOG									ſ	
*	Actio	ns		 38 records found 					l	50 • per page < 1 of 1 >
		ID	Entity ID	Туре	Increment ID	Action Name	Status	Enqueue Datetime	Dequeue Datetime	1 Message error Action
MARKETING		30	10	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
		21	26	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
CONTENT		22	13	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
REPORTS		23	14	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
6		24	17	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
QUICKBODKS DESKTOP		25	11	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
STORES		26	12	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
*		27	16	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
SYSTEM		28	15	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
		29	9	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
& EXTENSIONS		20	18	PaymentMethod		ADD	QUEUE	2020-10-19 09:13:42		
		31	28	RementMethod		400	OUFUE	2020 10 19 09 13:42		

Note: Sometimes there are some errors while synchronizing, so the records are still in Synchronizing status although the Web connector already stopped. In this case, please submit ticket support for assistance.

- Fail: this record cannot synchronize. You should take care of Message error and follow the documentation How to fix some common errors while importing data to Quickbooks.

- Success: the records are imported to Quickbooks successfully.

- Blocked: these records will not be imported to Quickbooks. You can change these records to Blocked if you don't want to import one to Quickbooks.

- Enqueue DateTime: the date-time that this record was added
- Dequeue DateTime: the date-time that this record was processed by the Web connector
- Message error: when a record cannot be imported, Quickbooks will return an error message that shows why the error occurred. In this case, you should follow the document How to fix some common errors while importing data to Quickbooks. Then you have to correct the data of this record before synchronizing it again.
- Action: You can quickly go to the Magento entity by clicking the View

Result

Sync customers from Magento 2 to QuickBooks

dashboard	← Back	Delete Customer	Reset	Create Order	Reset Password	Force I	e Sign- n	Save and Continue Edit	Save Customer
SALES CATALOG	CUSTOMER INFORMATION		Personal Info	ormation					
*	Customer View		Last Logged In	:	Never (Offline)		Default E	Billing Address	
CUSTOMERS			Account Lock:		Unlocked		Veronica	Costello	
	Account Information		Confirmed email:		Confirmation Not Required	6146 Honey Bluff Parkway Calder, Michigan, 49628-7978		iey Bluff Parkway lichigan, 49628-7978	
	Addresses		Account Created:		Oct 18, 2018, 1:52:28 PM		United St	ates	
CONTENT			Account Created in:		Default Store View		T: (555) 2	29-3326	
REPORTS	Orders		Customer Grou	up:	General				
0	Billing Agreements								
QUICKBOOKS DESKTOP	Newsletter								
STORES	Product Reviews								
SYSTEM	Wish List								

ф	V	uong - Intuit QuickBook	s Ente	rprise Solutions: Accountant 1	8.0 - [Customer Cente	r: Veronica Costello 1]		_ @ ×
□ <u>File</u> <u>E</u> dit <u>View</u> <u>Lists</u> Favorites	Accountant Company	Customers Vendors	Employ	ees <u>B</u> anking <u>R</u> eports <u>W</u> ind	ow <u>H</u> elp			© ⊲ _ <i>в</i> ×
Search Company or Help - D <	🐣 <u>N</u> ew Customer & J	ob 🔻 🖅 New <u>T</u> ransac	ons 🔻	📒 Print 🔻 🏢 Excel 🔻 [🗄 Word 🔻 💐 Incor	me Tracker		
My Shortcuts	Customers & <u>J</u> obs	Tr <u>a</u> nsactions		Custome	r Informa	ation	0	★ NOTE
Accountant	Active Customers	-	>	Company Name		Main Phone (555)	29-3326	
🔺 Home		٩		Full Name Veronic	a Costello a Costello	Main Email roni_c	ost@example.com	REPORTS FOR THIS CUSTOMER
My Company NAME BALANCE TOTAL : ATTACH				6146 H Calder,	Michigan 49628-7978		QuickReport	
Income Tracker				Map	Directions			Show Estimates
Bill Tracker								Customer Snapshot
🕍 Calendar	Calendar							
Snapshots								
•	-			: Transactions Contacts	To <u>D</u> o's	Notes Sent Email		
My Shortcuts				SHOW All Transac	FILTER BY All	DATE This Fis	cal Year • 01/01/2018	- 31/12/2018
View Balances				TYPE	: NUM	DATE Y		AMOUNT
Run Favorite Reports				Credit Memo	000000001	19/10/2018	Accounts Receivable	-39.64
Open Windows				Sales Order	00000001	19/10/2018	Sales Orders	36.39
				Sales Order	00000002	19/10/2018	Sales Orders	39.64
Save 20% on Time Tracking				Invoice	00000001	19/10/2018	Accounts Receivable	36.39
				Invoice	00000002	19/10/2018	Accounts Receivable	39.64
TSheets tracks time anywhere for faster, more accurate payroll				Payment	00000001	19/10/2018	Undeposited Funds	36.39
and invoicing.				Payment	00000002	19/10/2018	Undeposited Funds	39.64
Try it free!				Manage Transactions	Run Reports	s 🔻		

Sync products from Magento 2 to QuickBooks

Ŵ	Prod	ucts										Add Prod	uct 🔻
DASHBOARD	Action	ns		▼ 34 records found						🔻 Q 💿 🔅	20	•	>
\$ SALES		ID I	Thumbnail	Name	Туре	Attribute Set	ѕки	Price	Quantity	Visibility	Status	Websites	Action
CATALOG		1418	1	Iris Workout Top-XS-Blue	Simple Product	Тор	WS03-XS-Blue	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit
CUSTOMERS		1419		Iris Workout Top-XS-Green	Simple Product	Тор	WS03-XS-Green	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit
		1420	1	Iris Workout Top-XS-Red	Simple Product	Тор	WS03-XS-Red	\$29.00	99.0000	Not Visible Individually	Enabled	Main Website	Edit
		1421		Iris Workout Top-S-Blue	Simple Product	Тор	WS03-S-Blue	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit
QUICKBOOKS DESKTOP		1422		Iris Workout Top-S-Green	Simple Product	Тор	WS03-S-Green	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit
STORES		1423		Iris Workout Top-S-Red	Simple Product	Тор	WS03-S-Red	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit
SYSTEM		1424		Iris Workout Top-M-Blue	Simple Product	Тор	WS03-M-Blue	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit
FIND PARTNERS & EXTENSIONS		1425		Iris Workout Top-M-Green	Simple Product	Тор	WS03-M-Green	\$29.00	100.0000	Not Visible Individually	Enabled	Main Website	Edit

9		Vuong - Intuit QuickBooks Enterprise Solutions: Accountant	18.0 - [Item List]					—	ъ×
Eile Edit View Lists Favorites	Accountant Compa	iny C <u>u</u> stomers Vend <u>o</u> rs Employees <u>B</u> anking <u>R</u> eports <u>W</u> indow <u>H</u> elp)	J -	e x
Search Company or Help 👻 🔎 <	Loo <u>k</u> for	in All fields	Search within results						
My Shortcuts	NAME	DESCRIPTION	TYPE	ACCOUNT	TOTAL	ON SALE	PRICE	ATTACH	
•	◆ 24-MB01	Joust Duffle Bag	Inventory Part	Merchandise S					
Accountant	♦ 24-MB04	Strive Shoulder Pack	Inventory Part	Merchandise S	100	0	32.00		
🖀 Home	♦ WS03-L-Blue	Iris Workout Top-L-Blue	Inventory Part	Merchandise S	100	0	29.00		
	♦ WS03-L-Green	Iris Workout Top-L-Green	Inventory Part	Merchandise S	100	0	29.00		
🐴 My Company	♦ WS03-L-Red	Iris Workout Top-L-Red	Inventory Part	Merchandise S	100	0	29.00		
	♦ WS03-M-Blue	Iris Workout Top-M-Blue	Inventory Part	Merchandise S	100	0	29.00		
Income Tracker	♦ WS03-M-Green	Iris Workout Top-M-Green	Inventory Part	Merchandise S	100	0	29.00		
Bill Tracker	♦ WS03-M-Red	Iris Workout Top-M-Red	Inventory Part	Merchandise S	100	0	29.00		
-	♦ WS03-S-Blue	Iris Workout Top-S-Blue	Inventory Part	Merchandise S	100	0	29.00		
📩 Calendar	♦ WS03-S-Green	Iris Workout Top-S-Green	Inventory Part	Merchandise S	100	0	29.00		
	♦ WS03-S-Red	Iris Workout Top-S-Red	Inventory Part	Merchandise S	100	0	29.00		_
C Snapshots	♦ WS03-XL-Blue	Iris Workout Top-XL-Blue	Inventory Part	Merchandise S	100	0	29.00		
-	♦ WS03-XL-Green	Iris Workout Top-XL-Green	Inventory Part	Merchandise S	100	0	29.00		
My Shortcuts	♦ WS03-XL-Red	Iris Workout Top-XL-Red	Inventory Part	Merchandise S	100	0	29.00		
🖺 View Balances	♦ WS03-XS-Blue	Iris Workout Top-XS-Blue	Inventory Part	Merchandise S	100	0	29.00		
III Run Favorite Reports	♦ WS03-XS-Green	Iris Workout Top-XS-Green	Inventory Part	Merchandise S	100	0	29.00		
	♦ WS03-XS-Red	Iris Workout Top-XS-Red	Inventory Part	Merchandise S	99	0	29.00		_
	♦ WS08-L-Black	Minerva LumaTech-trade; V-Tee-L-Black	Inventory Part	Merchandise S	100	0	32.00		
	♦ WS08-L-Blue	Minerva LumaTech-trade; V-Tee-L-Blue	Inventory Part	Merchandise S	100	0	32.00		
Save 20% on Time Tracking	♦ WS08-L-Red	Minerva LumaTech-trade; V-Tee-L-Red	Inventory Part	Merchandise S	100	0	32.00		
Teheote tracke time apparthere	♦ WS08-M-Black	Minerva LumaTech-trade; V-Tee-M-Black	Inventory Part	Merchandise S	100	0	32.00		_
for faster, more accurate payroll	♦ WS08-M-Blue	Minerva LumaTech-trade; V-Tee-M-Blue	Inventory Part	Merchandise S	100	0	32.00		
and invoicing.	♦ WS08-M-Red	Minerva LumaTech-trade; V-Tee-M-Red	Inventory Part	Merchandise S	100	0	32.00		_
	♦ WS08-S-Black	Minerva LumaTech-trade; V-Tee-S-Black	Inventory Part	Merchandise S	100	0	32.00		
Try it free!	♦ WS08-S-Blue	Minerva LumaTech-trade; V-Tee-S-Blue	Inventory Part	Merchandise S	100	0	32.00		-
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Sync Orders from Magento 2 store into QuickBooks Desktop Sales Order

A One or more of the Cach	e Types are invalidated: Configuration, Page	Cache. Please go to Cache Manageme	nt and refresh cache types.	System Messages: 1 🔻
#00000002				Q 🌲 💄 admin 🔹
			← Back Se	nd Email Reorder
ORDER VIEW	Order & Account Info	rmation		
Information	Order # 000000002 (Th email is not sent)	e order confirmation	Account Information Edi	it Customer
	Order Data	Oct 10, 2010, 1-52:10 DM	Customer Name	Veronica Costello
Invoices	order Date	OCI 18, 2018, 1.35.10 PM	Email	roni_cost@example.com
Credit Memos	Order Status	Closed	Customer Group	General
Shipments	Purchased From	Main Website Main Website Store Default Store View		
Comments History				
	Address Information			
	Billing Address Edit		Shipping Address Edit	
	Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326		Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326	

Payment & Shipping Method

Payment Information

Check / Money order The order was placed using USD. Shipping & Handling Information

Flat Rate - Fixed \$5.00

Items Ordered

Product	ltem Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Minerva LumaTech™ V-Tee	Refunded	\$32.00	\$32.00	Ordered 1 Invoiced 1 Shipped 1	\$32.00	\$2.64	8.25%	\$0.00	\$34.64
SKU: WS08-XS- Blue				Refunded 1					
Size: XS									
Color: Blue									

Order Total

Notes for this Order	Or
Status	S
Closed	S
Comment	Т
	G
	т
Notify Customer by Email	т
Visible on Storefront	т
Submit Comment	

Order Totals	
Subtotal	\$32.00
Shipping & Handling	\$5.00
Tax	\$2.64
Grand Total	\$39.64
Total Paid	\$39.64
Total Refunded	\$39.64

Oct 18, 2018 1:53:12 PM | Closed | Customer Notified

	We refunded \$39.64 offline.	
👔 Copyright 🕻	© 2018 Magento Commerce Inc. All rights reserved.	Magento ver. 2.2.6 <u>Report an Issue</u>
Eile Edit View Lists Favorites Search Company or Help P Ay Shortcuts	Vuong - Intuit QuickBooks Enterprise Solutions: Accountant 18.0 - [Create Sales Orders] Accountant Company Customers Vendors Employees Banking Reports Window Help Main Formatting Reports Search Image: Print Print Later Image: Print Later Find New Save Delete Memorize Mark As Create Corder Print Later Image: Print Later Print Later Image: Print Later Print Coreate Purchase Order Image: Print Later	_ 57 × © (1) - 5 × × ∧
Accountant	CUSTOMER.JOB Veronica Costelio1 TEMPLATE Custom Sales Or Sales Order DATE NAME / ADDRESS SHP TO Veronica Costelio B146 Honey Bluff Parkwe B146 Honey Bluff Parkwe B146 Honey Bluff Parkwe Invoiced in Full 0000000002 Calder, Michigan 49628- Calder, Michigan 49628-	
Calendar Calendar Snapshots My Shortcuts View Balances	ITEM i DESCRIPTION i ORDERED i RATE i MOUNT i TAX i INVOICED WS08-XS Minerva LumaTech-trade; V-Tee-XS-Blue 32.00 32.00 Tax 1 Shipping Method: Flat Rate - Fixed 5.00 5.00 Non 1	Active estimates 0 Sales Orders to be invoiced 0
Run Favorite Reports Open Windows Save 20% on Time Tracking TSheets tracks time anywhere to faster more accurate accurate	TAX M (8.25%) 2.64	NOTES Deading.
nor laster, more accurate payroll and invoicing. Try it free!	CUSTOMER MESSAGE TOTAL 39.64 MEMO CUSTOMER TAX CODE Tax	Revert

Sync Invoices Magento 2 store into QuickBooks Desktop Open Invoices and Receive Payment.

#00000002						Q 🔺	💄 ad
#0000002						~ -	
					← Back	Send Email	Pri
Order & Account Informatio	วท						
Order # 000000002 (The order	r confirmation em	ail is not s	sent)	Account Informati	on Edit Customer		
Order Date		Oct 18, 2018,	1:53:10 PM	Customer Name		v	eronica C
Order Status			Closed	Email		roni_cos	t@exampl
Purchased From		M Main W Defaul	ain Website ebsite Store t Store View	Customer Group			G
Address Information							
Billing Address Edit				Shipping Address	Edit		
Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326				Veronica Costello 6146 Honey Bluff Parkw. Calder, Michigan, 49628- United States T: (555) 229-3326	ay -7978		
Payment & Shipping Metho	d						
Payment Information				Shipping Informat	ion		
Check / Money order The order was placed using USD.				Flat Rate - Fixed Total Shipping Charges: :	\$5.00		
Items Invoiced							
Product	Price	Qty	Subtotal	Tax Amount	Discount Amount	Row	Total
Minerva LumaTech™ V-Tee SKU: WS08-XS-Blue Size: XS	\$32.00	1	\$32.00	\$2.64	\$0.00	\$34.	64
Color: Blue							
Order Total							
Order Total Invoice History				Invoice Totals			
Order Total Invoice History Comment Text				Invoice Totals Subtotal			:
Order Total Invoice History Comment Text				Invoice Totals Subtotal Shipping & Handling			
Order Total Invoice History Comment Text			.1	Invoice Totals Subtotal Shipping & Handling Tax			5
Order Total Invoice History Comment Text Notify Customer by Email Visible on Storefunt			.ti	Invoice Totals Subtotal Shipping & Handling Tax Grand Total			:
Order Total Invoice History Comment Text Over State St			.i.	Invoice Totals Subtotal Shipping & Handling Tax Grand Total			:
Order Total Invoice History Comment Text Notify Customer by Email Visible on Storefront Submit Comment				Invoice Totals Subtotal Shipping & Handling Tax Grand Total			:
Order Total Invoice History Comment Text Notify Customer by Email Visible on Storefront Submit Comment			.i.	Invoice Totals Subtotal Shipping & Handling Tax Grand Total			:
Order Total Invoice History Comment Text Notify Customer by Email Visible on Storefront Submit Comment				Invoice Totals Subtotal Shipping & Handling Tax Grand Total			

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Search Company or Help - P <			Create a C			Print Later		dd Time/Costs	- 6 1	Create a Batcl	h 1	
My Shortcuts	Find	New Save	Delete Memorize	Mark As Pending	Print Ema	il 📃 Email Later	Attach	pply Credits	Receive Payments	Refund/Credit		
🛔 Accountant				1 onding			110		1 dynonio		> Veropica Costello 1	
🏠 Home	CUSTOMER			TE	MPLATE	ustom S.O. In 👻					Customer Transaction	
🐴 My Company	Inv	oice				DATE	BILL TO		SHIP TO	*		
Ncome Tracker		PAID 19/10/201	18			INVOICE #	6146 Honey B Calder, Michig	ello luff Parkway an 49628-7	6146 Honey E Calder Michic	ello Iluff Parkway Ian 49628-7	Loading	
Bill Tracker						00000002	US		US			
🕌 Calendar							S.O. NO.	P.O. NO.	TERMS	*		
Snapshots	ITEM	DESCRIPTION		ORDERED	PREV. I	IVOICED BACKOR	DERED : INVOICED	RATE	AMOUNT	: TAX		
- Deal	WS08	Minerva Luma	ech-trade; V-Tee-XS	-Blue 1	0	0	1	32.00	32.00) Tax 🔺		
My Shortcuts	Shippi	Method: Flat R	ate - Fixed	1	0		1	5.00	5.00) Non	CUSTOMER PAYMENT	
View Balances											Your customer can not pay onlin	e
III Run Favorite Reports											Edit customer preferences	1
Open Windows											RECENT TRANSACTION	C
											Loading	
Save 20% on Time Tracking										v		8
TSheets tracks time anywhere for faster, more accurate payroll and invoicing.		r customer can't pa on R MESSAGE	y this invoice online		TAX	MI -	(8.25%) TOTAL 'S APPLIED ANCE DUE		2.64 39.64 39.64 0.00	L L J	NOTES Loading	
Try it free!	мемо		CUST TAX C	DMER Tax -			Save & Close	<u>S</u> ave &	New	Revert		

@	Vuong - Intuit QuickBooks Enterprise Solutions: Accountant 18.0 - [Receive Payments]	_ @ ×
Eile Edit View Lists Favorites	Accountant <u>C</u> ompany C <u>u</u> stomers Vend <u>o</u> rs Emplo <u>v</u> ees <u>B</u> anking <u>R</u> eports <u>W</u> indow <u>H</u> elp	© √ _ <i>в</i> ×
Search Company or Help 👻 🔎 <	Main Reports Payments	22 🔺
My Shortcuts	Image: Process payment Image: Process payment<	Add Credit Card
Accountant		Processing
A Home	Customer Payment	CUSTOMER BALANCE 39.64
🔊 My Company	RECEIVED FROM Veronica Oostello 1	
Record Tracker	DATE 19/10/2018	
🚉 Bill Tracker	REFERENCE # 000000002 Where does this payment go?	
Calendar	✔ Î DATE Î NUMBER Î ORIG.AMT. Î AMT. DUE	: PAYMENT
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My Shortcuts		
View Balances		
III Run Favorite Reports		
Open Windows		v
	Totals 39.64	39.64 39.64
Save 20% on Time Tracking	AVAILABLE CREDITS	AMOUNTS FOR SELECTED INVOICES
TSheets tracks time anywhere	39.64	AMOUNT DUE 39.64
for faster, more accurate payroll	THIS CUSTOMER HAS CREDITS AVAILABLE. TO APPLY CREDITS	APPLIED 39.64
and invoicing.	CLICK DISCOUNT_CREDITS	DISCOUNT AND CREDITS APPLIED 0.00
Try it freel		
	MENU	Save & Close Save & New Revert

Sync Credit Memos Magento 2 store into QuickBooks Desktop Credit Memos

A One or more of the Cache Types	are invalidated: C	Configuration, F	Page Cache. Please	go to Cache Management a	nd refresh cache types.	Syste	m Messages: 1 🔻
View Memo						Q 🌲	💄 admin 🔻
					← Back	Send Ema	l Print
Order & Account Information							
Order # 000000002 (The order c	onfirmation e	email is not	sent)	Account Informa	tion Edit Customer		
Order Date		Oct 18, 201	8, 1:53:10 PM	Customer Name			Veronica Costello
Order Status			Closed	Email		roni_co	ost@example.com
Purchased From		Main V Defa	Main Website Website Store ult Store View	Customer Group			General
Address Information							
Billing Address Edit Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326				Shipping Address Veronica Costello 6146 Honey Bluff Park Calder, Michigan, 4962 United States T: (555) 229-3326	S Edit way 28-7978		
Payment & Shipping Method Payment Information Check / Money order The order was placed using USD.				Shipping Informa Flat Rate - Fixed Total Shipping Charge:	ation 5: \$5.00		
Items Refunded							
Product	Price	Qty	Subtotal	Tax Amount	Discount Amount	Ro	w Total
Minerva LumaTech™ V-Tee SKU: WS08-XS-Blue Size: XS Color: Blue	\$32.00	1	\$32.00	\$2.64	\$0.00	\$3	4.64
Memo Total							
Credit Memo History				Credit Memo Tot	als		
Comment Text				Subtotal			\$32.00
				Shipping & Handling			\$5.00
			.:i	Adjustment Refund			\$0.00
Notify Customer by Email				Adjustment Fee			\$0.00
Visible on Storefront				Тах			\$2.64
Submit Comment				Grand Total			\$39.64

@	Vuong - Intuit QuickBooks Enterprise Solutions: Accountant 18.0 - [Create Credit Memos/Refunds]	_ 윤 ×
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Search Company or Help 👻 🔎 <	K Main Formatting Reports	M 🔺
My Shortcuts	Image: Second	
🛔 Accountant		
🞢 Home	CUSTOMER-208 TONICA COStello 1 TEMPLATE Custom Cred V	Veronica Costello 1 Customer Transaction
A My Company	Credit Memo	SUMMARY
Reference Tracker	CREDIT NO. 6146 Honey Bluff Parkway Calder, Michigan 49628-7	Loading
🗎 Bill Tracker	00000001 US	
dalendar	P.O. NO.	
C Snapshots	ITEM İ DESCRIPTION İ QTY İ RATE İ AMOUNT İ TAX	
•	WS08-X Minerva LumaTech-trade; V-Tee-XS-Blue 1 32.00 32.00 Tax	
My Shortcuts	Shipping 5.00 5.00 Non	RECENT TRANSACTION
View Balances		Loading
III Run Favorite Reports		
Open Windows		
Save 20% on Time Tracking		_
TSheets tracks time anywhere for faster, more accurate payroll	TAX MI (8.25%) 2.64 TOTAL 39.64	NOTES
and invoicing.	CUSTOMER MESSAGE	
Try it free!	* REMAINING CREDIT 39.04	
	MEMO CUSTOMER Tax Save & Close Save & New Revert TAG CODE	

ONOTE: The QuickBooks Desktop Integration supports one-way synchronization only, so the admin should not edit the synced data in QuickBooks manually. This will affect the data update/synchronization.

Debug Setting

If you enable Debug mode, the error will write to a file. You should attach the debug file when submitting a request to help us investigate the issue quickly.

	Configuration		🔾 🍻 💄 doenhicn2 •
DASHBOARD	Comparation		
\$ SALES	Store View: Default Config 👻		Save Config
CATALOG			
	GENERAL	Y QuickBooks Desktop	
	CATALOG	Support: Submit a ticket Contact us: support@magenest.com	
	SECURITY	To configure this extension, please read our User Guide For us to better diagnose your site, please enable debug mode and send us this file along with your support request	ver. 3.0.0
CONTENT	MAGENEST	Connection Settings	\odot
	QuickBooks Desktop	Mapping/Query Settings	\odot
QUICKBOOKS DESKTOP	CUSTOMERS	Synchronize Settings	\odot
STORES	SALES	✓ Debug Setting	0
SYSTEM	ΥΟΤΡΟ		_
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	SERVICES	~	
	ADVANCED	v	
	Opyright © 2020 Magento Commerce Inc. All rights reserved.		Magento ver. 2.3.3

Update

- When a bug fix or new feature is released, we will provide you with the module's new package.
- All you need to do is repeating the above installing steps and uploading the package to your store. The code will automatically override.
- Flush the configure cache. Your store and newly installed module should be working as expected.

Support

- We will reply to support requests within 2 business days.
- We will offer lifetime free update and 6 months of free support for all of our paid products. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well on your site exactly like our demo.
- Support **DOES NOT** include other services such as customizing our products, installation, and uninstallation service.