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Installation and Configuration

Introduction

Mobius Connect allows you to import your ConnectWise Manage accounting data directly into your QuickBooks Online account.

System Requirements

In order to use the ConnectWise Manage - QuickBooks Online Integration (Mobius Connect), you must have the following on your network and/or your machine(s):

- Your Manage software must be setup up with login credentials that have access to the Accounting features of Manage. Additionally, your Manage software must have its Accounting Package configured. See [ConnectWise Manage Configuration](#) below.
- Your Manage software must be setup with credentials that have access to the REST API. See [ConnectWise Manage Configuration](#) below.
- You must have a QuickBooks Online account set up with a login that will be used.
- Internet Access: An Internet connection is required.

ConnectWise Manage Configuration

Before using the Mobius Connect website, you must ensure that Manage is configured to allow the site access to the accounting system and the REST API.

Configuration of Manage Login to access QuickBooks Online

When you setup Mobius Connect you will need to provide a Manage member’s login credentials that the site will use to access the accounting information system in Manage. This member can either be the login of the user who will be running Mobius Connect or a new member built specifically for use of Mobius Connect.

Please note: If you are currently using LDAP for you Manage login, this password *will not work* due to Manage API limitations. To access the API through this integration, you will need to setup a secondary password in Manage on your My Account screen.

If you have installed other integrations, you might have created an “Integrator Login”. Note that the Accounting System in Manage works a bit differently, and as such, does not use an “Integrator Login”. The Login must be a normal Manage member.

In order for the Member to be able to work with the accounting information, they must be assigned a security role that allows access to the GL Interface. With a default installation, the “Role ID” field must be set to either “Finance”, “Executive” or “Admin”.

Security Information			
Role ID:	• Admin	Level:	• Corporate
<input checked="" type="checkbox"/> ConnectWise Administrator		Name:	• Corporate

If you wish to create your own role rather than use the Manage defaults, you need to ensure that the security role levels setting is set to “All” for “Add Level”, “Edit Level”, “Delete Level” and “Inquire Level” on the “Accounting Interface” line within the Finance Module, as highlighted below.

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Security Roles > Security Modules > Module

Admin: Finance Module

← | 📄

📘 Security Role Levels Setting

Module Function Administration						
Description	Add Level	Edit Level	Delete Level	Inquire Level		
Invoice Approval	All	All	All	All		
Company Finance	All	All	All	All		
Financial Dashboard	All	All	All	All		
Invoicing	All	All	All	All		
Agreements	All	All	All	All		Customize
▶ Accounting Interface	All	All	All	All		
Agreement Invoicing	All	All	All	All		
Billing Rate Maintenance	All	All	All	All		
Expense Reimbursements	All	All	All	All		
Reports	All	All	All	All		Customize
Billing View Time	All	All	All	All		

Additionally, you need to ensure that the security role levels setting is set to “All” for “Inquire Level” on the “API Reports” line within the System Module, as highlighted below.

Security Roles > Security Modules > Module

Admin: System Module

← | 📄

📘 Security Role Levels Setting

Module Function Administration						
Description	Add Level	Edit Level	Delete Level	Inquire Level		
Mass Maintenance	All	All	All	All		Customize
▶ API Reports	All	All	All	All		
Custom Menu Entry	All	All	All	All		Customize
ConnectWise Central	All	All	All	All		
Chat with ConnectWise Support	All	All	All	All		
Email Audit	All	All	All	All		
List View Export	All	All	All	All		
CW Today Links	All	All	All	All		

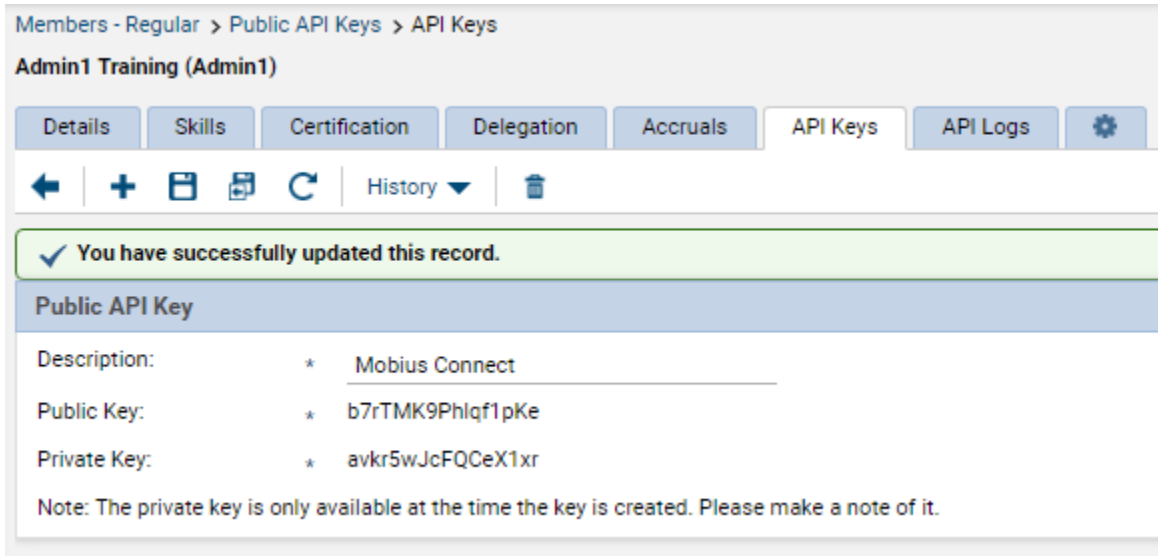
Configuration of Manage to access the ConnectWise REST API

In addition to accessing the Manage Accounting System, Mobius Connect also requires credentials to access the REST API. There are two options for providing credentials to access the REST API: APIKey and MemberImpersonation

Option 1: APIKey Authentication

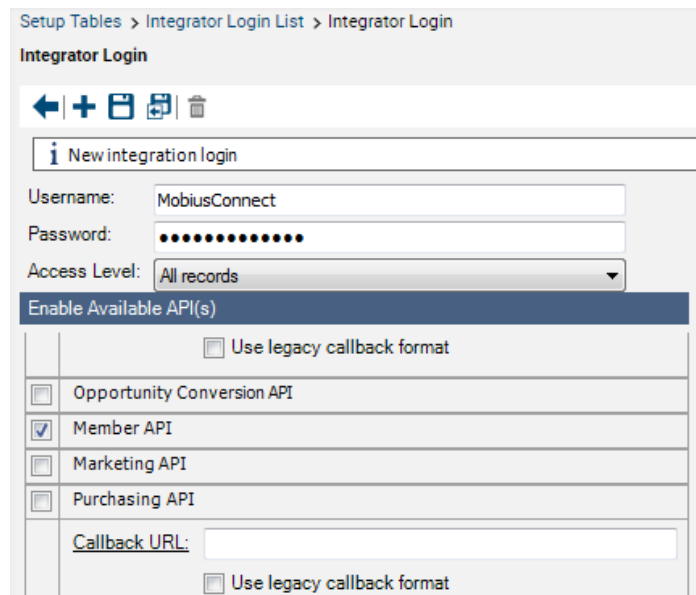
To setup APIKey Authentication in Manage, navigate to the “API Keys” tab on the member setup for accessing the Accounting System. Enter a description and click Save to generate a Public/Private key-pair. You may want to save the Private Key somewhere as it will not be visible again once you close the API Keys screen.

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Option 2: MemberImpersonation Authentication

To setup MemberImpersonation Authentication in Manage, open the Integrator Login setup table by navigating to *System > Setup Tables* and searching for “Integrator Login”. Click to create a new Integrator Login. Provide a Username and Password, select “All records” for Access Level, and click to enable the “Member API”



Configuration of GL Accounts

Your company will need to have their GL Accounts properly configured in order for Manage to provide the integration application with the correct information. Because this process is largely specific to your Company, the exact details of this configuration are outside of the scope of this document. Please visit the [ConnectWise University](https://www.connectwise.com/university) before beginning to set up your GL Accounts, or speak with your ConnectWise Consultant at Consulting@ConnectWise.com for more information.

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Configuration of the Accounting Package

Once your accounts are set up, you will need to set up the Accounting Package, which describes to Manage how to export your transaction to your QuickBooks Online accounts.

1. Navigate to System > Setup Tables.
2. Select **General Ledger** from the Category drop-down list on the Setup Table List screen.
3. Click **Search**.
4. Select **Accounting Package** in the Table field.

The screenshot shows the 'Accounting Package' configuration screen. Red boxes with numbers 5 through 10 are overlaid on the screen, with arrows pointing to specific fields:

- 5: 'Accounting Package Setup' dropdown menu.
- 6: 'Sales Tax Option' checkbox in the 'Sales Tax Options' section.
- 7: 'Expense: Transfer as a Bill?' checkbox.
- 8: 'Inventory SOH Option' checkbox.
- 9: 'Number of Segments' dropdown menu.
- 10: 'Type' dropdown menu for the second segment.

5. Change the "Accounting Package Setup" dropdown to "Other."
6. In the "Sales Tax Options" box, ensure that "Sales Tax Option" is checked.
7. If you will be exporting expenses as Bills, ensure that "Expense: Transfer as Bill?" is checked. Otherwise expenses will export as Expenses in QuickBooks Online.
8. Ensure the "Inventory SOH Option" checkbox is checked.
9. Under "Accounting Segments", choose the maximum number of segments an account in your company will have. Add an additional segment if you wish to use Classes.
10. Ensure that each segment has a type of "Account." If you will be using Classes, add one segment of type "Class".
11. Click "Save."

You'll notice that there are a few other options in the Accounting Package that we have not explicitly mentioned, such as "Export Invoices", "Export Expenses" and "Export Procurement Items." Some of these fields only affect the default values of the Accounting Integration screen built into Manage. This integration does not use that screen, so these options will have no effect on the integration.

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Mapping Corresponding Data

There is data in Manage that will have corresponding data in QuickBooks Online. For example, when you create an invoice in Manage for the Company “Acme Inc.”, Mobius Connect will need to create an Invoice in QuickBooks Online for the Customer “Acme Inc.”. In order to know which QuickBooks Online Customer this invoice will be created for, Manage needs some way to associate the “Acme Inc.” in Manage with the “Acme Inc.” in QuickBooks Online. This process of associating data is known as *mapping*.

The following sections will describe what data needs to be mapped. When an improper mapping is found, Mobius Connect will fail before attempting to export any data, and display the information needed to fix the mapping.



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Customers

Companies in Manage are mapped to **Customers** in QuickBooks Online. The “Account” and “Company” fields on the Manage *Finance > Company Finance* screen needs to match the “Company” and “Display name as” fields on the *Customers > Customers > Customer Information* screen in QuickBooks Online. If a Customer in Manage has an invoice to be imported into QuickBooks Online and the customer does not exist in QuickBooks Online, a new Customer will be created in QuickBooks Online automatically. **It is recommended to use the “Append account name” option in the Mobius Connect QuickBooks Online Configuration [Contacts](#) setup.**

With Append Account Enabled

This option is recommended as it will help prevent naming conflicts.

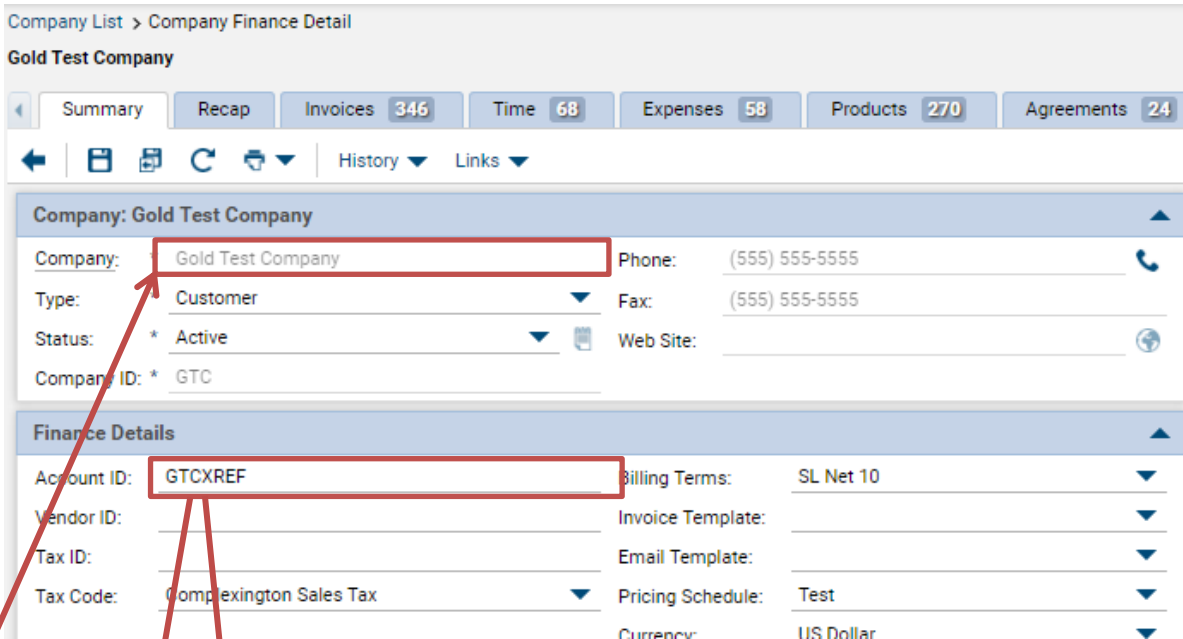


Figure 1: ConnectWise Company Finance Screen

Customer Information

Title First name Middle name Last name Suffix Email
Separate multiple emails with commas

Company
 Phone Mobile Fax
 (555) 5555555

* Display name as Other Website
 Gold Test Company (GTCXREF)

Print on check as Use display name Is sub-customer
 Gold Test Company Enter parent customer Bill with parent

Figure 2: QuickBooks Online Company Screen

GUIDE TO INTEGRATION IMPLEMENTATION

With Append Account Disabled

Company List > Company Finance Detail

Gold Test Company

Summary | Recap | Invoices **346** | Time **68** | Expenses **58** | Products **270** | Agreements **24**

History | Links

Company: Gold Test Company

Company: Gold Test Company | Phone: (555) 555-5555
 Type: * Customer | Fax: (555) 555-5555
 Status: Active | Web Site:
 Company ID: * GTC

Finance Details

Account ID: GTCXREF | Billing Terms: SL Net 10
 Vendor ID: | Invoice Template:
 Tax ID: | Email Template:
 Tax Code: Complexington Sales Tax | Pricing Schedule: Test
 Currency: US Dollar

Figure 3: ConnectWise Company Finance Screen

Customer information

Title	First name	Middle name	Last name	Suffix	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	contact@mcgee.me
Company					Phone
GTCXREF					5555555555
* Display name as					Mobile
Gold Test Company					
Print on check as <input type="checkbox"/> Use display name					Fax
Gold Test Company					
					Other
					Website
					<input type="checkbox"/> Is sub-customer
					Enter parent customer
					Bill with parent

Figure 4: QuickBooks Online Company Screen

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Vendors

Companies flagged as **Vendors** in Manage are mapped to **Vendors** in QuickBooks Online. The “Vendor XRef” and “Company” fields on the Manage *Finance > Company Finance* screen needs to match the “Company” and “Display name as” fields on the *Vendors > Vendors > Vendor Information* screen in QuickBooks Online. If a Vendor in Manage has an Item Receipt to be imported into QuickBooks Online and the Vendor does not exist in QuickBooks Online, a new Vendor will be created in QuickBooks Online automatically. **It is recommended to use the “Append account name” option in the Mobius Connect QuickBooks Online Configuration [Contacts](#) setup.**

With Append Account Enabled

This option is recommended as it will help prevent naming conflicts.

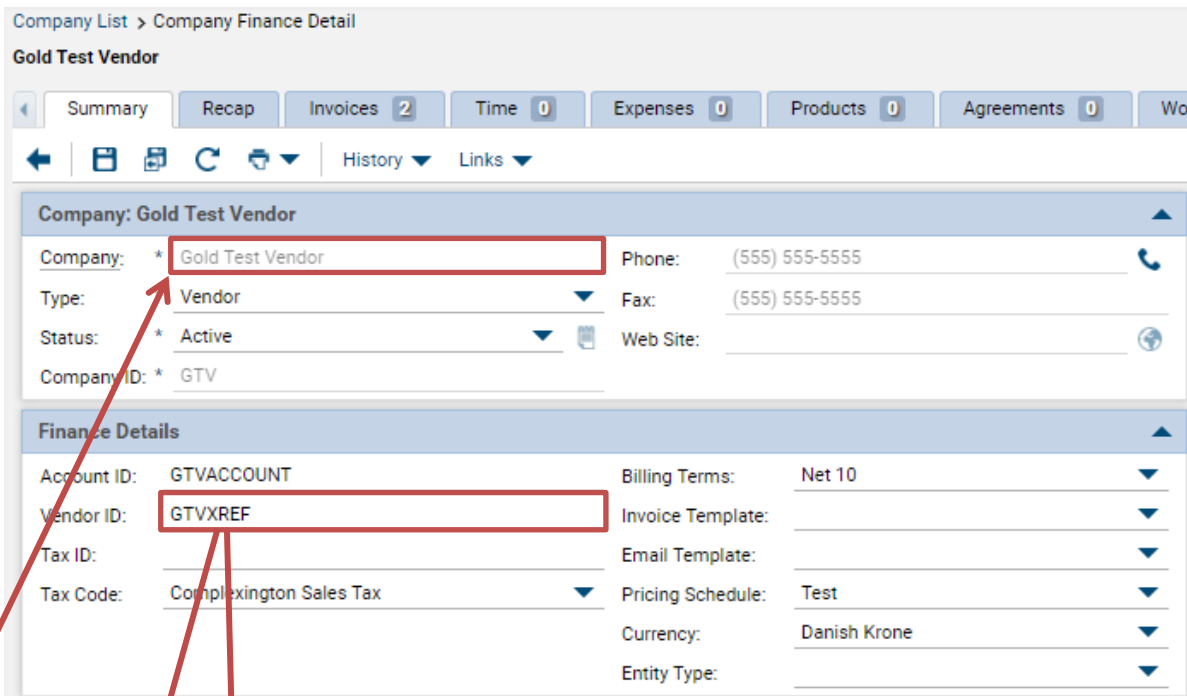


Figure 5: ConnectWise Vendor Finance Screen

Vendor Information

Title First name Middle name Last name Suffix Email

Separate multiple emails with commas

Company Phone Mobile Fax
 (555) 5555555

* Display name as Other Website

Print on check as Use display name Billing rate (/hr) Terms
 Gold Test Vendor

Figure 6: QuickBooks Online Vendor Screen

GUIDE TO INTEGRATION IMPLEMENTATION

With Append Account Disabled

Company List > Company Finance Detail

Gold Test Vendor

Summary | Recap | Invoices 2 | Time 0 | Expenses 0 | Products 0 | Agreements 0 | Wo

History Links

Company: Gold Test Vendor

Company: Gold Test Vendor Phone: (555) 555-5555
 Type: Vendor Fax: (555) 555-5555
 Status: * Active Web Site:
 Company ID: * GTV

Finance Details

Account ID: GTVACCOUNT Billing Terms: Net 10
 Vendor ID: GTVXREF Invoice Template:
 Tax ID: Email Template:
 Tax Code: Complexington Sales Tax Pricing Schedule: Test
 Currency: Danish Krone
 Entity Type:

Figure 7: ConnectWise Vendor Finance Screen

Vendor Information

Title First name Middle name Last name Suffix Email
 Separate multiple emails with commas

Company
 GTVXREF
 * Display name as
 Gold Test Vendor
 Print on check as Use display name
 Gold Test Vendor

Phone Mobile Fax
 (555) 5555555

Other Website

Billing rate (/hr) Terms
 Enter Text

Figure 8: QuickBooks Online Vendor Screen

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Members

Reimbursable expenses in Manage are created as **Bills** in QuickBooks Online. Therefore, for each member with an expense, a Vendor will need to be set up in QuickBooks Online that corresponds to the Member. The “Vendor Nbr” field on the Manage *System > Members* screen needs to match the “Company” field on the *Vendors > Vendors > Vendor Information* screen in QuickBooks Online. **It is recommended to use the “Append account name” option in the Mobius Connect QuickBooks Online Configuration [Contacts](#) setup.**

With Append Account Enabled

This option is recommended as it will help prevent naming conflicts.

Figure 9: ConnectWise Member Screen

Vendor Information

Figure 10: QuickBooks Online Vendor Screen

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With Append Account Disabled

Members - Regular > Details

Admin1 Training (Admin1)

Details Skills Certification Delegation Accruals API Keys API Logs ⚙

← + 📄 🗑 | Delete Unused Timesheets | 🗑

📄 Updated: 6/7/2016 11:52:22 AM by Admin1

Member Information

Member ID: Admin1 License Class: Regular

Password (32 max): ***** Disable Online Enable Mobile Edition

Confirm: ***** Type: _____

First Name: Admin1 Employee ID: _____

Middle Initial: _____ Vendor Nbr: ADM1XREF

Last Name: Training Notes: _____

Title: _____

Report Card: _____ Time Zone: US Eastern Country: United States

Photo: _____ Browse... 🗑 👤

Figure 11: ConnectWise Member Screen

Vendor Information

Title	First name	Middle name	Last name	Suffix	Email		
					Separate multiple emails with commas		
Company					Phone	Mobile	Fax
ADM1XREF					(813) 111-1110		
*Display name as					Other	Website	
Admin1 Training							
Print on check as <input type="checkbox"/> Use display name					Billing rate (/hr)	Terms	
Admin1 Training						Enter Text	

Figure 12: QuickBooks Online Vendor Screen

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GL Accounts

The “Account” field on the *System > Setup Tables > GL Accounts* table in Manage must be consistent with the “Name” field on the *Company > Chart of Accounts > Account* screen in QuickBooks Online.

Note: Accounts will not be automatically created in QuickBooks Online if they are not found. An error message will be raised when attempting to push transactions.

Setup Tables > General Ledger List > GL Accounts

GL Accounts

Last Updated 2/17/2016 11:16:26 AM by Admin1

Account Type: Accounts Receivable | Product ID:

Table: My Company: Owner | Inventory:

Record: mobius_f | Sales Code:

Account: **11000** | COGS:

Class: ARClass

Figure 13: ConnectWise GL Accounts Setup Screen

Account

Category Type: Accounts receivable (A/R)

*Detail Type: Accounts Receivable (A/R)

Name: **11000**

Description:

Is sub-account

Enter parent account:

Balance: 5 722,07

Accounts receivable (also called A/R, Debtors, or Trade and other receivables) tracks money that customers owe you for products or services, and payments customers make.

QuickBooks Online Plus automatically creates one Accounts receivable account for you. Most businesses need only one.

Each customer has a register, which functions like an Accounts receivable account for each customer.

Buttons: Cancel | Save and New

Figure 14: QuickBooks Online Chart of Accounts Screen

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Note that in order for products to be automatically created in QuickBooks Online when creating Item Receipts or Invoices that have products, you will need to also fill in the “Inventory” and “COGS (Cost of Goods Sold)” accounts. You typically fill this out on the “Revenue-Product” or “Revenue-Agreement-Product” account types, as shown below:

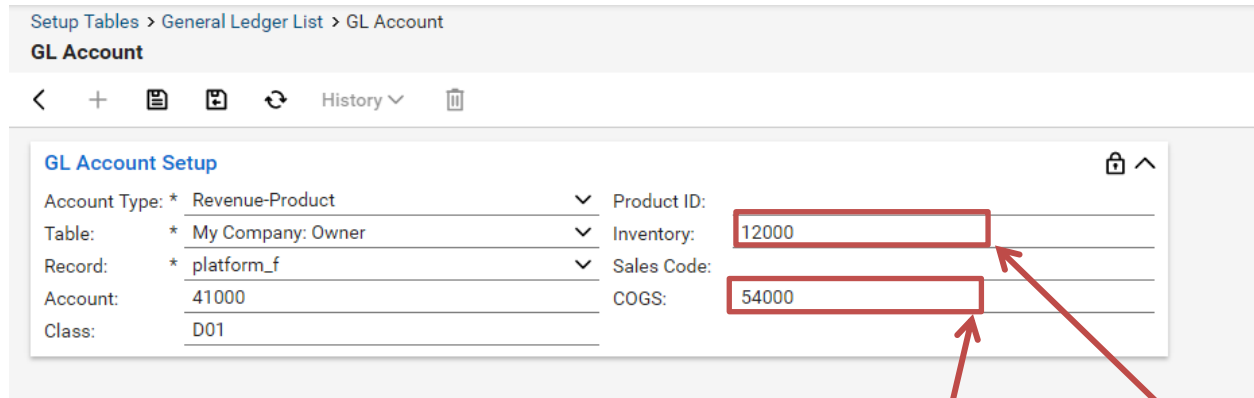


Figure 15: ConnectWise GL Accounts Setup Screen

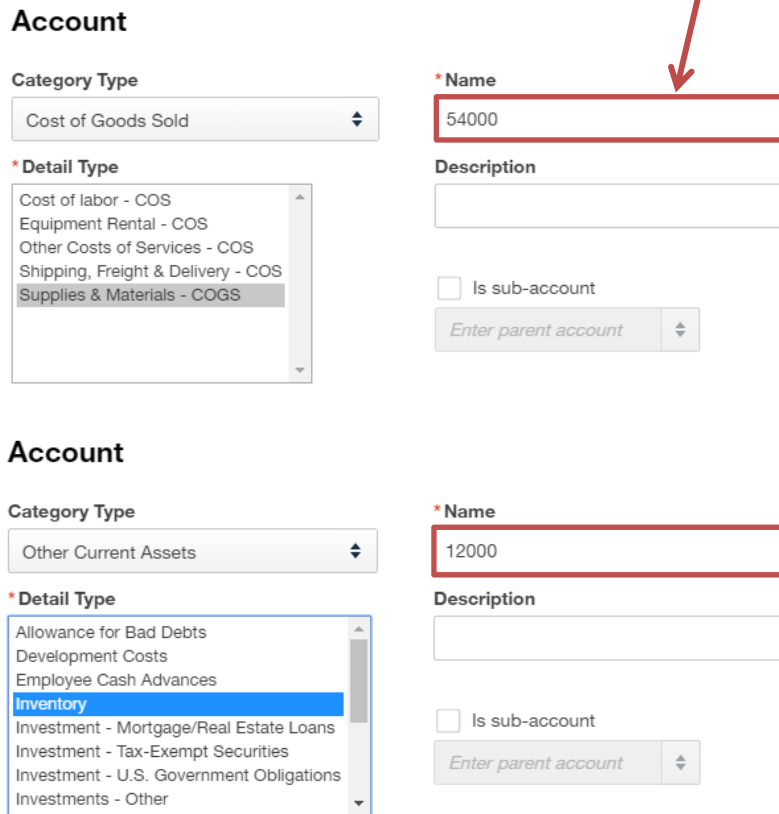


Figure 36: QuickBooks Online GL Accounts Screen

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GL Subaccounts

Subaccounts in Manage can be mapped to **Subaccounts** in QuickBooks Online simply by delimiting the account in Manage with a colon “:”. QuickBooks Online supports subaccounts up to 5 levels deep. An account 5 levels deep in Manage would then be in the format “level1:level2:level3:level4:level5”.

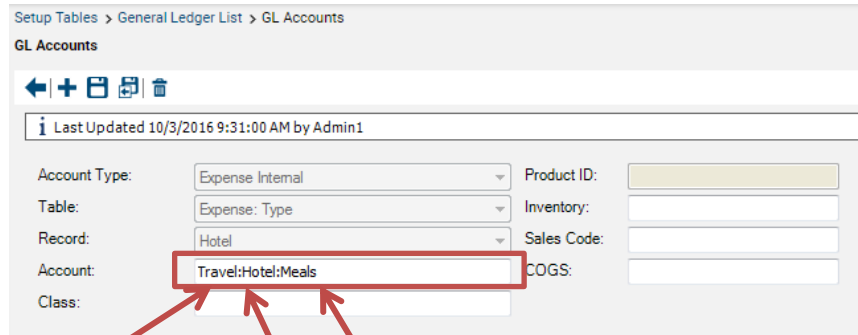


Figure 17: ConnectWise GL Accounts Setup Screen

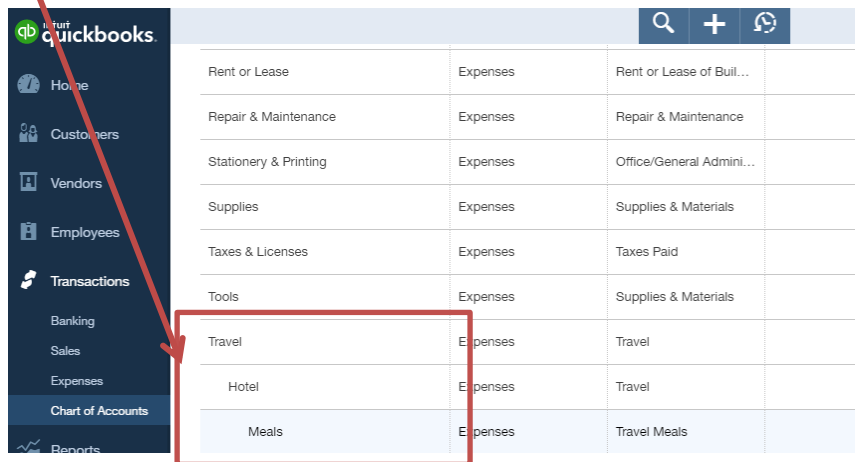
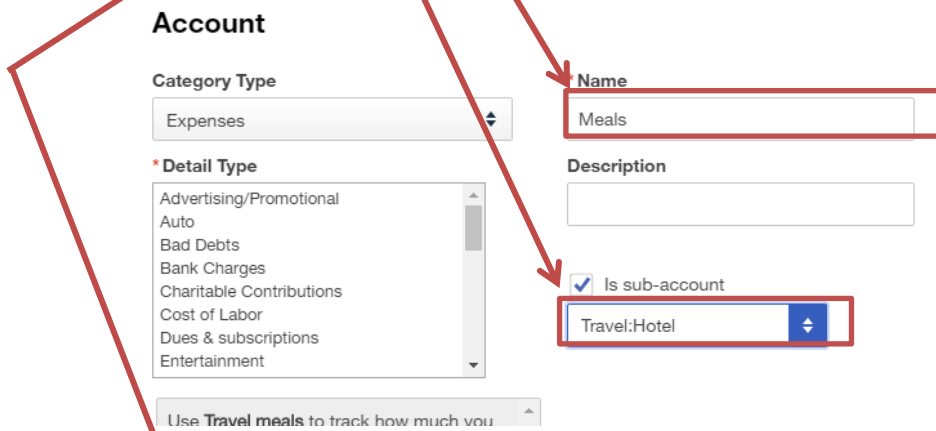


Figure 18: QuickBooks Online GL Accounts Setup Screen

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Sales Terms

The “Terms Xref” field on the *System > Setup Tables > Bill Term List > Bill Term* table in Manage will map to the “Name” field on the *Company > Lists > All List > Terms > New Term* screen in QuickBooks Online. Billing Terms in Manage require a Due Days integer value to successfully create a Billing Term in QuickBooks Online. If a Billing Term in Manage does not exist in QuickBooks Online, it will be created automatically by Mobius Connect.

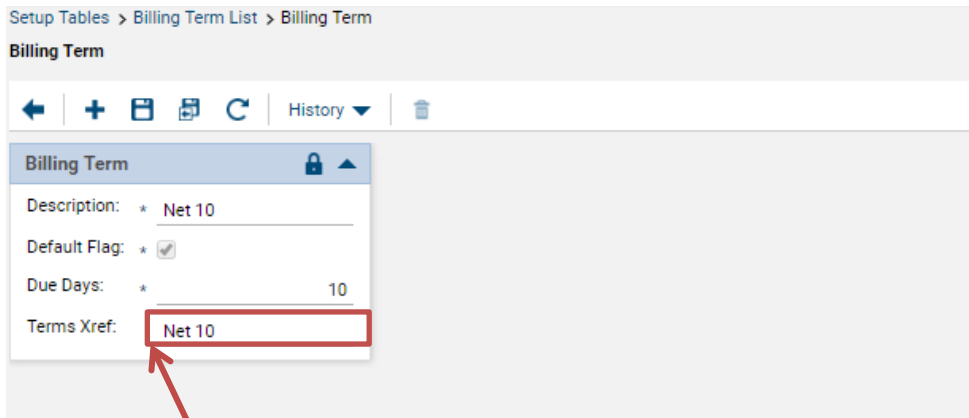


Figure 49: ConnectWise Sales Terms Setup Screen

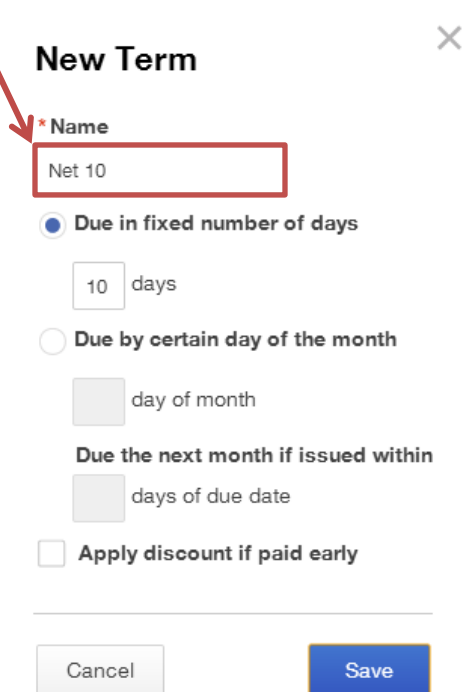


Figure 20: QuickBooks Online Sales Terms Edit Screen

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Product Item Type

It is important to note that there are 4 different Item Types in Manage with configurable “Type Xref” values when defining a Product Type: Inventory Part, Non-Inventory Part, Other Charge, and Service. These XRef values dictate which item type will be created in QuickBooks Online. The “Type Xref” can be set in *Manage System > Setup Tables > Product Type*.

Tax Codes

In order to ensure accurate invoice calculation, you must set up your Taxes similarly on both the Manage and QuickBooks Online side. Tax Codes will NOT be automatically created in QuickBooks Online if they are not found. When you attempt to push an invoice, the integration will validate that the tax codes in Manage and QuickBooks Online are properly mapped, and give you a detailed error message if it finds discrepancies. You can also establish Tax Code mappings within the integration on the QuickBooks Online Taxes configuration page. It is recommended to map all your taxes within the integration on the Tax Mapping interface for each QuickBooks Online connection you establish. **Please note** that Manage Taxes that are mapped to a QuickBooks Online tax within the integration on the Taxes configuration page will **override the following tax mapping behavior**.

You will find the Manage Tax Codes in the *System > Setup Tables > Tax Codes* screen in Manage, and in the *Taxes > Sales Tax > Add/edit Tax rates and agencies* in QuickBooks Online.

There are two different ways you can set up a tax code: by using a single rate, or using a tax group (also known as a “combined rate”).

Single Rate

For a single rate, both the “Tax Code Xref” and “Agency Xref” fields should be filled with the “Tax Rate Name” in QuickBooks Online. Additionally, the “Rate” should be the same in both Manage and QuickBooks Online. Note that in Manage, you use a decimal form (“0.10” for 10%) while in QuickBooks Online you use a percent form (“10” for 10%).

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Tax Group / Combined Rate

With a combined rate, you specify multiple levels of taxes. Use the following information to help you set up these mappings:

- The “Tax Code Xref” field of each level must be the same as the name of the Tax Rate in QuickBooks Online. Therefore, the “Tax Code Xref” field for all levels of a Tax Code that you are using should be the same.
- The “Agency Xref” must be the same as the ID of the individual rate on the Sales Tax. In the example below, the 1% Sales Tax rate has an ID of “COMAGNC1”, while the Agency Name is “Complexington 1”. Because the ID is “COMAGNC1”, that is what you use for your Agency XRef”.
- In most cases, you will not use all five levels for a Tax Code. You must leave the “Tax Code Xref” and “Agency Xref” fields of any levels that you are NOT using empty.
- Like a single rate setup, the tax rates must be the same. Note that in Manage, you use a decimal form (“0.10” for 10%) while in QuickBooks Online you use a percent form (“10” for 10%).

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Example Single Rate Tax Code Setup

Setup Tables > Tax Code > Invoicing

Invoicing

Tax Code Setup | Tax Code Exemptions | Tax Code Xref

Add a new tax code. You must save this tax code before being able to add any exemptions or Unit Limits.

Tax Code: **SIMPLE** Default
 Description: Simple Tax Rate Display each level on the invoice
 Caption on Invoice: Sales Tax
 Country: United States Canada: Calculate PST on GST?
 Effective Date: Thu 09/01/2016 Cancel Date:
 Level 1:
 Rate: 0.100000 Tax Code Xref: SIMPLE
 Rate Type: Percent Agency Xref: SIMPLE
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: Apply Single Unit Limit Edit
 Level 2:
 Rate: 0.000000 Tax Code Xref:
 Rate Type: Percent Agency Xref:
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: Tax Expenses? Apply Single Unit Limit Edit

Figure 21: ConnectWise Sales Tax Code Setup Screen

Sales Tax Rates and Agencies

Tax Rate Name	Agency Name	Tax Rate
<input type="radio"/> COMPLEX (Combined rate)		15%
<input type="radio"/> COMAGNC1	Complexington 1	1%
<input type="radio"/> COMAGNC2	Complexington 2	2%
<input type="radio"/> COMAGNC3	Complexington 3	3%
<input type="radio"/> COMAGNC4	Complexington 4	4%
<input type="radio"/> COMAGNC5	Complexington 5	5%
<input checked="" type="radio"/> SIMPLE	Simpleton	10%
<input type="radio"/> COMAGNC1 (Component)	Complexington 1	1%
<input type="radio"/> COMAGNC2 (Component)	Complexington 2	2%
<input type="radio"/> COMAGNC3 (Component)	Complexington 3	3%
<input type="radio"/> COMAGNC4 (Component)	Complexington 4	4%
<input type="radio"/> COMAGNC5 (Component)	Complexington 5	5%

New Edit Deactivate

Figure 22: QuickBooks Online Sales Tax Rates Setup Screen

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Example Tax Group / Combined Rate Setup

Setup Tables > Tax Code > Invoicing

Invoicing

Tax Code Setup | Tax Code Exemptions | Tax Code Xref

Updated: 12/8/2015 10:59:57 AM by admin1

Tax Code: **COMPLEX** Default
 Description: Complexington Sales Tax Display each level on the invoice
 Caption on Invoice: Sales Tax
 Country: United States Canada: Calculate PST on GST?
 Effective Date: Sat 12/01/2012 Cancel Date:

Level 1:
 Rate: 0.010000 Tax Code Xref: COMPLEX
 Rate Type: Percent Agency Xref: COMAGNC1
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: COMPLEX1 Tax Expenses? Apply Single Unit Limit [Edit](#)

Level 2:
 Rate: 0.020000 Tax Code Xref: COMPLEX
 Rate Type: Percent Agency Xref: COMAGNC2
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: COMPLEX2 Tax Expenses? Apply Single Unit Limit [Edit](#)

Level 3:
 Rate: 0.030000 Tax Code Xref: COMPLEX
 Rate Type: Percent Agency Xref: COMAGNC3
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: COMPLEX3 Tax Expenses? Apply Single Unit Limit [Edit](#)

Level 4:
 Rate: 0.040000 Tax Code Xref: COMPLEX
 Rate Type: Percent Agency Xref: COMAGNC4
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: COMPLEX4 Tax Expenses? Apply Single Unit Limit [Edit](#)

Level 5:
 Rate: 0.050000 Tax Code Xref: COMPLEX
 Rate Type: Percent Agency Xref: COMAGNC5
 Taxable Max: 0.0000 Tax Services? Tax Products?
 Caption: COMPLEX5 Tax Expenses? Apply Single Unit Limit [Edit](#)

Figure 23: ConnectWise Sales Tax Setup Screen

Sales Tax Rates and Agencies

Tax Rate Name	Agency Name	Tax Rate
<input checked="" type="radio"/> COMPLEX (Combined rate)		15%
<input type="radio"/> COMAGNC1	Complexington 1	1%
<input type="radio"/> COMAGNC2	Complexington 2	2%
<input type="radio"/> COMAGNC3	Complexington 3	3%
<input type="radio"/> COMAGNC4	Complexington 4	4%
<input type="radio"/> COMAGNC5	Complexington 5	5%
<input type="radio"/> SIMPLE	Simpleton	10%
<input type="radio"/> COMAGNC1 (Component)	Complexington 1	1%
<input type="radio"/> COMAGNC2 (Component)	Complexington 2	2%
<input type="radio"/> COMAGNC3 (Component)	Complexington 3	3%
<input type="radio"/> COMAGNC4 (Component)	Complexington 4	4%
<input type="radio"/> COMAGNC5 (Component)	Complexington 5	5%

Figure 24: QuickBooks Online Sales Tax Edit Screen

Clear Existing Transaction

If you do not have any transactions in Manage that you have already exported to an accounting package, you can skip this section.

If you currently have transactions in Manage that you have manually created in QuickBooks Online (or otherwise created in accounting software, and therefore have no need to account for them in QuickBooks Online), you will not want Mobius Connect to export those transactions into QuickBooks Online again.

To mark transactions from Manage as having previously been exported (so that Mobius Connect does not attempt to export them again), you must run an artificial batch before you run the integration application the first time. This will effectively “clear out” these older transactions so that only new transactions are pushed to QuickBooks Online when using Mobius Connect for the first time.

Some of the steps outlined below vary depending on the version of Manage you are running. You can determine the version of your Manage software by looking at the title bar of Manage while you are running it, or clicking “About” at the login screen.

1. In Manage, navigate to the *Finance > Accounting Interface > Creation* tab.
2. Leave the Location field blank to include all transactions.
3. Select the date through which you have already entered data into QuickBooks Online.
4. Check any or all “Export Invoices”, “Export Expenses” or “Export Procurement Items” to have older transactions of the specified type cleared out.
5. Enter a batch number that will indicate to you that this batch is clearing out old transactions.
6. Optionally, select specific transactions that you want to include/exclude from this batch. Including the transactions in the batch will mean they will be marked as complete, and will never be imported into QuickBooks Online.
 - a. In Manage version 2012.1 and prior, all transactions will be included in the batch except for any transactions you explicitly mark as “exclude”. For this version, make sure that any transactions you do NOT wish to import to QuickBooks Online are UNCHECKED.
 - b. In Manage version 2012.2 and newer, only the checked transactions will be included in the batch. For this version, make sure that any transactions you do NOT wish to import to QuickBooks Online are CHECKED.
7. Click **Export**.
8. Specify a location and filename.
9. Click “Save.”

An XML file will be created, and all current transactions will be removed from the “Unposted” tabs. However, no data will have been imported into QuickBooks Online. You may delete the XML file.

GUIDE TO INTEGRATION IMPLEMENTATION

Unpost a Batch

If you feel you have made an error and need to restore some of the transactions from the “Unposted” tabs that have been previously batched, you can delete the batch in Manage:

1. Click the Open Batches tab.
2. Search for the batch.
3. Delete the batch:
 - a. In Manage 2012.1 and prior, click the red “X” in the “Delete” column.

Update	Batch ID	Date Posted	Posted By	Delete
<input type="checkbox"/>	20051014Inv	10/12/2005	User10	X
<input type="checkbox"/>	test1	8/23/2010	user1	X
<input type="checkbox"/>	20110209MD	2/9/2011	user1	X
<input type="checkbox"/>	20110209MD4	2/9/2011	user1	X
<input type="checkbox"/>	20110209MD7	2/9/2011	user1	X
<input type="checkbox"/>	20110228DA	2/28/2011	user1	X
<input type="checkbox"/>	12345	3/23/2011	user1	X
<input type="checkbox"/>	213123213	3/28/2011	user1	X
<input type="checkbox"/>	35665454654	3/28/2011	user1	X
<input type="checkbox"/>	ljhjhkhk	3/28/2011	user1	X
<input type="checkbox"/>	12345456	7/20/2011	user1	X
<input type="checkbox"/>	1	8/10/2012	user9	X

- b. In Manage 2012.2 and newer, click the checkmark next to the batch, then click “Actions” and choose “Delete Batch”.

Open Batches

Open Batches

Creation Unposted Invoices Unposted Expenses Unposted Procurement Open Batches

Actions Search Clear

<input type="checkbox"/>	Batch ID	Date Posted	Posted By
<input type="checkbox"/>	canAdjust2	09/03/2015	admin1

4. Click **Yes** to the verification message. The batch is deleted, and the transactions are again listed on the Unposted tabs and ready to be exported.

Mobius Connect

Mobius Connect is the web service that will be used to provide a user interface for the ConnectWise Manage – QuickBooks Online Integration. This Integration allows you to import your Manage accounting data directly into your QuickBooks Online account. You can access the Mobius Connect at: <https://connect.mobiusworks.com>.

Account Creation

During the initial setup of your Integration, you will receive an e-mail that contains a link. Once you receive the email and follow the link you will see the following screen.

Enter your desired Mobius Connect account password in the “Password” field. Then confirm the desired Mobius Connect account password in the “Retype Password” field.

Logging In

Once on the Mobius Connect site, you will be brought to the login page.

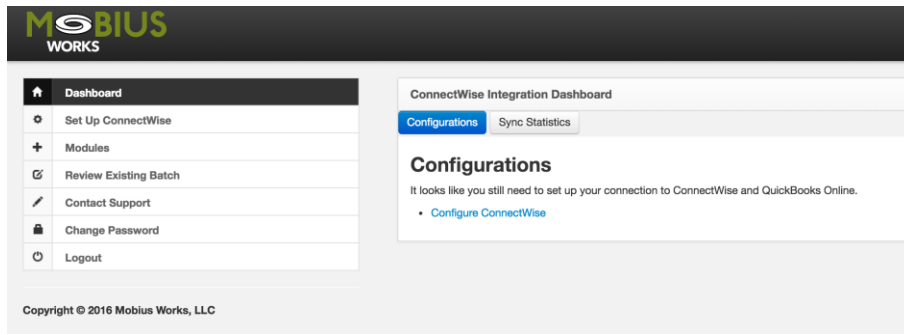
Enter your Mobius Connect account email address in the “Email Address” Field.

Enter your Mobius Connect account password into the “Password” Field.

Your Mobius Connect account password was setup during the **Account Creation** step. If you have forgotten your password, you can select the *Forgot Password* option in the side login menu. This will bring you to a new page that will require your Mobius Connect account email address. Once you have entered your Mobius Connect account email address, press the *Reset Password* button. Once you have submitted your request for a password reset, you will receive an email from *no-reply@mbwit.com*, and inside this email will be a link to reset your password.

Account Setup

When logging in to Mobius Connect for the first time your home page will show a “Configurations” section of the user dashboard page. The first required step is to configure your ConnectWise Manage connection. You can click either the Configure ConnectWise or the Set Up ConnectWise link in the Configurations section or navigational sidebar respectively.



ConnectWise Configuration

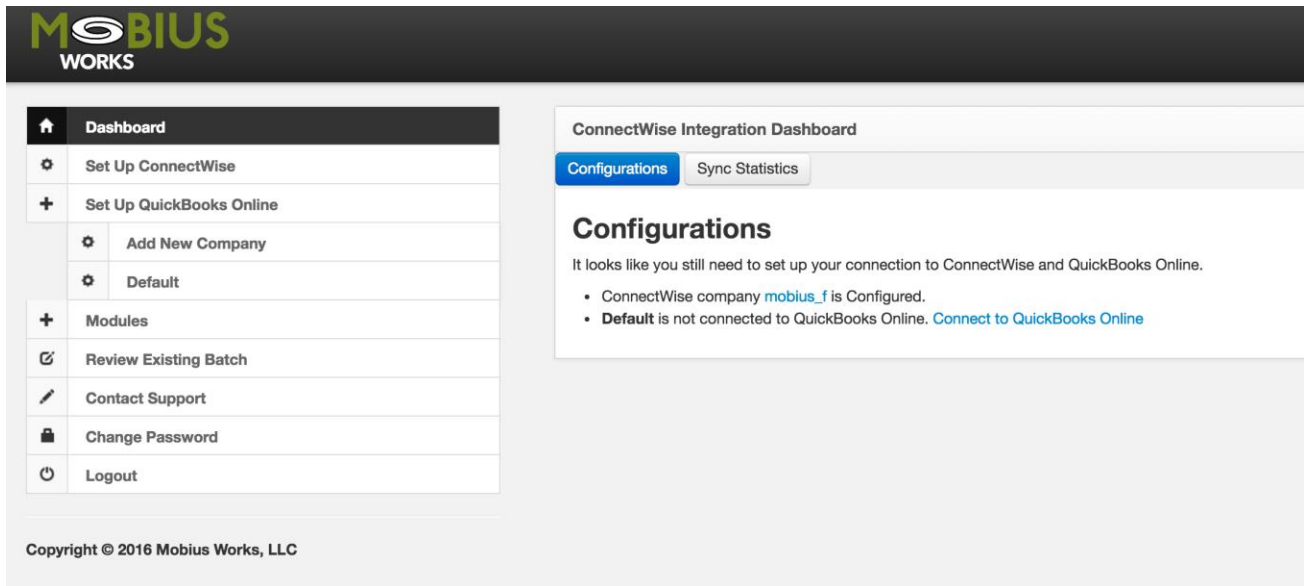
The ConnectWise Manage Configuration page allows configuration of one connection to your Manage company. You will require a member login with access to the Accounting System, and proper credentials to access the REST API. See [ConnectWise Manage Configuration](#) to properly setup the required credentials in Manage. Once in the *ConnectWise Configuration* section, you should see the following form. To setup your ConnectWise Manage account, fill in the correct information into the “Site”, “Company ID”, “Username”, and “Password” fields. Once you have filled in all fields, click on the button labeled “Save”.

ConnectWise Configuration	
Site	<input type="text" value="staging.connectwisedev.com"/>
	<i>Example: "test.connectwise.com".</i>
Company ID	<input type="text" value="mobius_f"/>
Username	<input type="text" value="admin1"/>
Password	<input type="password" value="....."/>
Rest Authentication Type	<input type="text" value="MemberImpersonation"/>
Member Name	<input type="text" value="admin1"/>
Integrator Username	<input type="text" value="MobiusConnect"/>
Integrator Password	<input type="password" value="....."/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

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Setup QuickBooks Online

Once the ConnectWise Manage Configuration has been established and validated, the option to Connect to QuickBooks Online becomes available. Mobius Connect allows you to create connections to more than one QuickBooks Online Company. At any time, you can create a new configuration under *Set Up QuickBooks Online > Add New Company* from the navigational sidebar. By default, new accounts will have a “Default” configuration to setup. To configure your default configuration, click either the Connect to QuickBooks Online link under the ConnectWise Manage Integration Dashboard, or the Default configuration in the navigational sidebar.



When you open your QuickBooks Online configuration you’ll notice the flash message “Your Default connection to QuickBooks Online has been lost. Please reconnect.” This message will be displayed whenever your Configurations connection fails to validate. QuickBooks Online requires connections to be re-established every six months. Mobius Connect will automatically invalidate your configuration when this happens and redirect you to a configuration setup page.

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Click the Connect to QuickBooks button to begin the authentication process with QuickBooks Online.

The screenshot shows the Mobius Works dashboard with a sidebar menu on the left containing options like Dashboard, Set Up ConnectWise, Set Up QuickBooks Online, Modules, Review Existing Batch, Contact Support, Change Password, and Logout. The main content area displays a message: "Your Default connection to QuickBooks Online has been lost. Please reconnect." Below this is the "Edit QuickBooks Online Configuration - Default" page. It has a "Connection" tab and several input fields: Company ID, Access Token, Access Secret, and Locale. The "QuickBooks Online Connection" section contains a "CONNECT TO QuickBooks" button with a red arrow pointing to it. Below the button is a message: "Your connection to QuickBooks Online has been lost. Click above to re-establish." At the bottom are "Save", "Cancel", and "Delete Configuration" buttons.

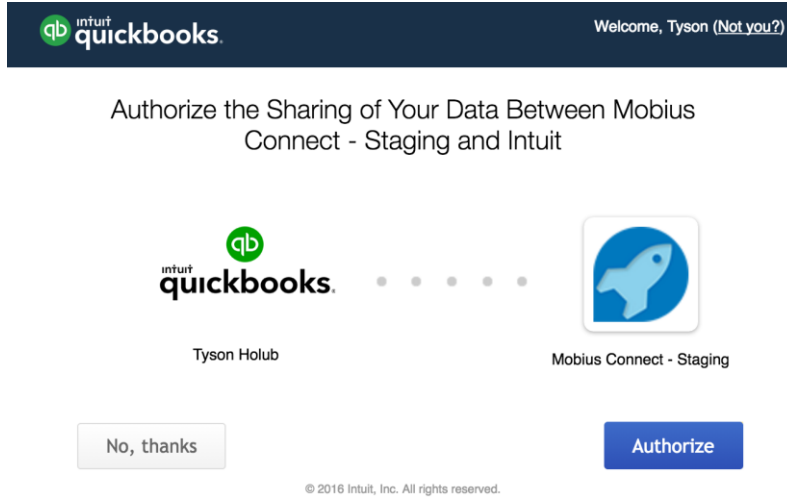
A "Welcome to Intuit App Center" window will pop-up for you to sign in to your QuickBooks Online account.

The screenshot shows the Intuit QuickBooks sign-in page. At the top is the Intuit QuickBooks logo. Below it is a link: "Don't have an account? [Sign up now.](#)" The main heading is "Sign in". There are two input fields: "Email or user ID" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom, there is a link: "I forgot my user ID or password".

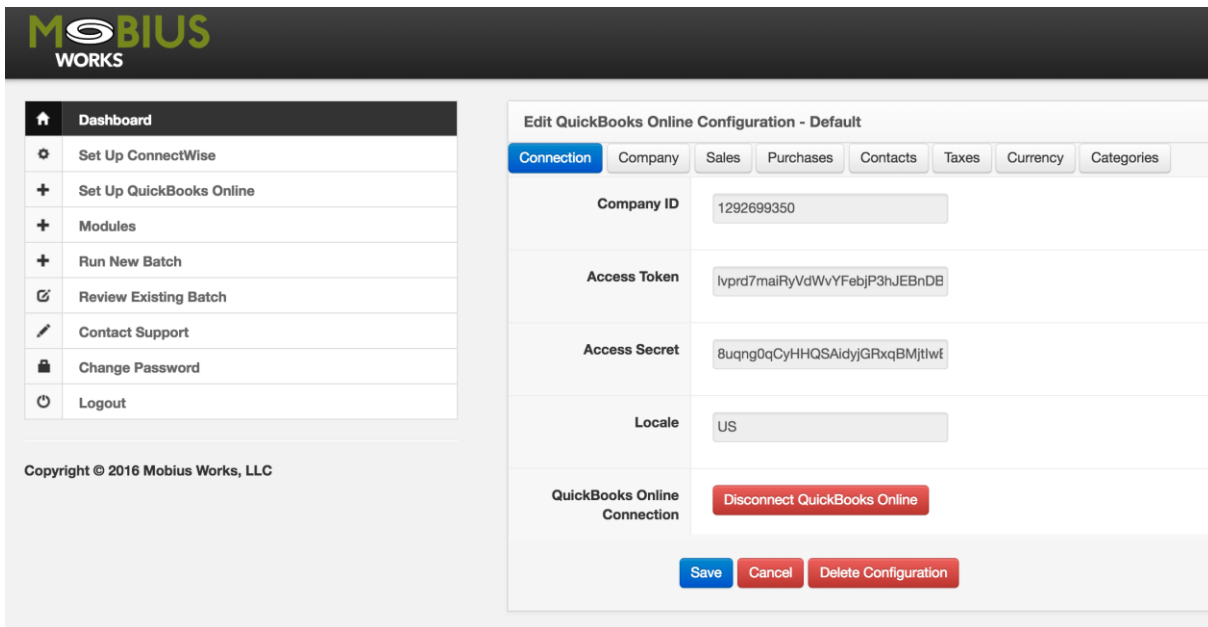
After sign in, click to select the QuickBooks Online Company for this configuration.

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Finally, click to Authorize the Connection.



Upon a successful authorization, you will be redirected to the QuickBooks Online configuration where additional configuration options will now be available.



QuickBooks Online Configuration Options

Each QuickBooks Online configuration has its own set of options outlined below.

Company

The Company tab stores some low-level options for the configuration.

- **Name:** A name that represents the QuickBooks Online Company this configuration connects to. The name is used across the integration when selecting a configuration. If using more than one QuickBooks Online company, you should set a name to help you differentiate.
- **Default Configuration:** The configuration that will be used as the default when creating new batches. There can be only one at a time. When you change a default configuration, any other default will no longer be the default configuration.
- **Default ConnectWise Manage Location:** Default Manage Location allows you to select which Manage billing location this configuration defaults to on the batching interface. This will filter transactions on the interface and is useful if you require certain billing locations to transfer to certain QuickBooks Online companies.

Sales

Edit QuickBooks Online Configuration - Default

Connection Company **Sales** Purchases Contacts Taxes Currency Categories

- Display UOM**

If enabled, unit of measure will be appended to transaction detail description field for products and services.
- Invoice Export Detail**

Export Detail to default to on create invoice batch screen. Can be changed during batch creation.
- Service Item Source**

Specifies how service items (invoice lines with no ItemID) will be created in QuickBooks Online

 - [Work Role]-[Work Type]: creates and maps to a Service Item based off the Time Entry Work Role and Type*
 - [Work Role]: creates and maps to a Service Item based off the Time Entry Work Role*
 - [Work Type]: creates and maps to a Service Item based off the Time Entry Work Type*
 - [Service-GL Account]: creates and maps to a Service Item based off the GL Revenue Account prefixed with "Service-"*
 - [GL Account]: creates and maps to a Service Item based off the GL Revenue Account*

Please note that Work Role and or Work Type require batching with the Detailed Export option
- Allow EPayments**

Allows applying epayment options. Requires Merchant details be established in QuickBooks Online Payments settings.
- Allow IPN Payments**

Allows applying IPN payments for generated invoices
- Allow Online Payments**

Allows online payments for generated invoices.
- Allow Credit Card Payments**

Allows credit card payments for generated invoices
- Allow ACH Payments**

Allows ACH payments for generated invoices

The Sales tab stores AR related options for transactions transferred into QuickBooks Online.

- **Display UOM:** If enabled, unit of measure will be appended to transaction detail description field for products and services.
- **Invoice Export Detail:** Export Detail to default to on create invoice batch screen. This option can be overridden on the batching interface.
- **Service Item Source:** Specifies how service items (invoice lines with no ItemID) will be created in QuickBooks Online. Mobius Connect requires creating “Service” items in QuickBooks Online to successfully map GL Accounts for invoice lines that have no Manage products. This option tells the integration how you would like those products created. **Please note that Work Role and/or Work Type require batching with the Detailed Export Option.**

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- **Allow EPayments:** Allows applying epayment options. **Requires Merchant details be established in QuickBooks Online Payments Settings.**
- **Allow IPN Payments:** If Epayments is enabled, this option will mark invoices to allow IPN Payments.
- **Allow Online Payments:** If Epayments is enabled, this option will mark invoices to allow Online Payments.
- **Allow Credit Card Payments:** If Epayments is enabled, this option will mark invoices to allow Credit Card Payments.
- **Allow ACH Payments:** If Epayments is enabled, this option will mark invoices to allow ACH Payments.

Purchases

The screenshot shows the 'Edit QuickBooks Online Configuration - Default' window. The 'Purchases' tab is selected. The 'Display UOM' checkbox is unchecked, with a note: 'If enabled, unit of measure will be appended to transaction detail description field for products and services.' The 'Vendor Invoice Date Source' dropdown is set to 'Document Date', with a note: 'The source of "Bill date" to be used when creating ConnectWise Item Receipts as Bills in QuickBooks Online.' At the bottom, there are 'Save', 'Cancel', and 'Delete Configuration' buttons.

The Purchases tab stores AP related options for transactions transferred into QuickBooks Online.

- **Display UOM:** If enabled, unit of measure will be appended to transaction detail description field for products and services.
- **Vendor Invoice Date Source:** This source of "Bill date" to be used when creating Manage Item Receipts as Bills in QuickBooks Online.

GUIDE TO INTEGRATION IMPLEMENTATION

Contacts

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The Contacts tab stores information related to creating Customers/Vendors in QuickBooks Online

- [Append account name](#): If enabled, newly created Customer/Vendor/Employee account names will be appended to the QuickBooks Online Company Name. **This option is recommended as it will help prevent naming conflicts for similar Customer/Vendor/Employees. Also, note Employees (Manage Members) are created as Vendors in QuickBooks Online.**

Taxes

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The Taxes tab stores tax mapping related information.

- **Tax Code Mappings:** Add explicit tax code mappings for transaction transfers. **Unmapped tax codes will map from tax codes found on transactions during transfer.** You can add as many tax mappings as necessary. You can map many different Manage tax codes to the same QuickBooks Online tax code. You can only map a Manage tax code once. **Using Tax Code Mappings is highly recommended.**
- **Exempt Sales Tax Code:** Select a QuickBooks Online Tax Code to default to on all non-taxable Sales. Leave blank to map from Manage transaction.
- **Tax Exempt Items:** Type to search for Manage Products to default to the QuickBooks Online Exempt Sales Tax code specified above. **This option does not apply to the US version of QuickBooks Online.**

Currency

The screenshot shows the Mobius Works dashboard on the left with a sidebar menu containing items like 'Dashboard', 'Set Up ConnectWise', 'Set Up QuickBooks Online', 'Modules', 'Run New Batch', 'Review Existing Batch', 'Contact Support', 'Change Password', and 'Logout'. The main content area displays the 'Edit QuickBooks Online Configuration - Default' window. The 'Currency' tab is active, showing the 'Multi-Currency' checkbox checked. A warning message states: 'Enables support for Multi-Currency. Requires manual activation in QuickBooks Online. Warning: Once multi-currency is setup in QuickBooks Online it can NOT be turned off.' Below the message are 'Save', 'Cancel', and 'Delete Configuration' buttons.

The Currency tab stores currency mapping related information

- **Multi-Currency:** Enabled support for Multi-Currency. Requires manual activation in QuickBooks Online. **Warning: Once multi-currency is setup in QuickBooks Online it can NOT be turned off.**

Categories

The screenshot shows the 'Edit QuickBooks Online Configuration - Default' page. The 'Categories' tab is active. The configuration options are as follows:

Option	Status	Description
Use Classes	<input checked="" type="checkbox"/>	If enabled, ConnectWise transaction line GL Account Classes will map to QuickBooks Online classes.
Create Classes	<input checked="" type="checkbox"/>	If enabled, ConnectWise transaction line GL Account Classes will automatically be created if they do not already exist.
Use Locations	<input checked="" type="checkbox"/>	If enabled, ConnectWise transaction header GL Account Classes will map to QuickBooks Online locations.
Create Locations	<input checked="" type="checkbox"/>	If enabled, ConnectWise transaction header GL Account Classes will automatically be created if they do not already exist.

The Categories tab stores class and location tracking information

- **Use Classes:** If enabled, Manage transaction line GL Account Classes will map to QuickBooks Online classes. **This requires the Track Classes option be enabled in QuickBooks Online under Company Settings > Company > Categories**
- **Create Classes:** If enabled, Manage transaction line GL Account Classes will automatically be created if they do not already exist.
- **Use Locations:** If enabled, Manage transaction header (Accounts Payable / Accounts Receivable) GL Account Classes will map to QuickBooks Online locations. **This requires the Track Locations option be enabled in QuickBooks Online under Company Settings > Company > Categories**
- **Create Locations:** If enabled, Manage transaction header (Accounts Payable / Accounts Receivable) GL Account Classes will automatically be created if they do not already exist.

Delete Configuration

There is the option to Delete Configuration on the QuickBooks Online configuration setup page. **Please note that deleting a configuration will remove all history of transfers for that configuration.** Therefore, if you delete a configuration, you will no longer be able to review existing batches against that configuration. You will also lose Sync Statistic data for that configuration.

Save Configuration

When you have finished establishing your configuration options, click the blue Save button to save. Validation will occur and prevent saving any of the options upon failure. Review any error message and resolve to successfully save your QuickBooks Online configuration options.

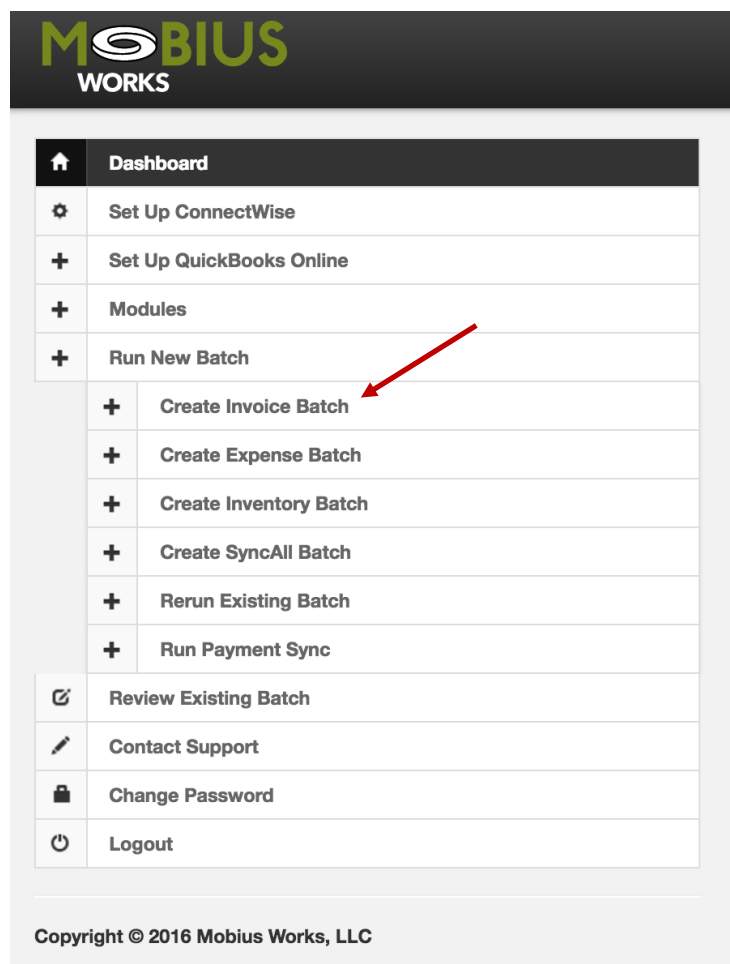
Modules

Custom modules can be developed to alter the behavior of various functions of Mobius Connect and can be catered to your needs. If you require a custom solution, please feel free to request a custom module!

Running a New Batch

Create Invoice Batch

To begin the creation of an Invoice Batch, click on “Run New Batch” located on the side navigation menu. This will expand and offer a selection of Batches to create. Select “Create Invoice Batch”.



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This will bring you to the “Select Invoices” screen.

MOBIUS WORKS intuit

- Dashboard
- Set Up ConnectWise
- Set Up QuickBooks Online
- Modules
- Run New Batch
- Review Existing Batch
- Contact Support
- Change Password
- Logout

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Select Invoices

Transactions	Selected	Invoice Number	Date	Description	AR Account	Amount
	<input type="checkbox"/>	123	2013-01-16 00:00:00	Accounts Receivable	11000-11100	191.25
	<input type="checkbox"/>	173	2013-04-12 00:00:00	Accounts Receivable	10000-100	5757.07
	<input type="checkbox"/>	175	2013-04-12 00:00:00	Deferred Revenue	10000-100	1000.00
	<input type="checkbox"/>	CW372	2014-07-02 00:00:00	Accounts Receivable	11000-ARClass	118.47

QuickBooks Company Default

QuickBooks Online connection to transfer into

ConnectWise Location Clearwater Office

Filter unposted transactions by ConnectWise Location

Invoice Summary Default

The Default Summary Option will mean that invoice lines are created with a more generic description. For example, invoicing time spent on a service ticket will just say "Service". Select Condensed for invoice lines that provide a little more information (something like "Ticket 398 - The Ticket Description"). Detailed Summary Option will provide more details including stuff like Work Role, Work Type, and Resource in addition to Ticket Description.

Batch ID

Every batch run must have a unique Batch ID. This batch ID is used to identify this batch. You may use any naming convention for the batches you create, although ConnectWise recommends the date, your initials, and a character to represent what kind of transactions are on the batch. For example, a batch with invoices might be "20130825-JJS-I-1". If you needed to do a second batch with invoices the same day, you could use the batch ID "20130825-JJS-I-2".

- **Transactions:** Select the transactions to transfer in the Batch.
- **QuickBooks Company:** Select the QuickBooks Online company to transfer into. Mobius Connect will set your Default QuickBooks Online configuration when this page loads. **Changing the QuickBooks Online Company will update Manage Location and Invoice Summary with the selected QuickBooks Online configuration default values.**
- **ConnectWise Manage Location:** Filter unposted transactions by Manage Billing Location
- **Invoice Summary:** This option sets the level of detail for invoice line descriptions. **Some configuration options require the Detailed Summary option and in some cases the integration will export using the Detailed Option even if it is not selected.**
- **Batch ID:** A unique ID for the batch of transactions.

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Once the Invoice Batch has been submitted, you will be brought to the “Batch Status” Screen. Here you can review the Invoice Batch to ensure that it transferred correctly.

The screenshot shows the Mobius Works interface. On the left is a navigation menu with options: Dashboard, Set Up ConnectWise, Set Up QuickBooks Online, Modules, Review Existing Batch, Contact Support, Change Password, and Logout. The main content area is titled 'Batch Status: Create Batch "TestBatch"'. It contains three sections:

- Status:** A list of details: QuickBooks Company: Default, Start Time: Sep 23, 2016 01:35 PM (7 days ago), and Batch Status: **Finished**. Below this, it says 'This task has finished processing. Please see the results below'.
- Retrieving Transactions:** A table with columns Status, Action, and Message.

Status	Action	Message
Completed Successfully	Creating Connection to ConnectWise	
Completed Successfully	Parsing the Resulting Batch	
- Set Up QuickBooks Online Connection:** A table with columns Status, Action, and Message.

Status	Action	Message
Completed Successfully	Connecting to QuickBooks Online Company	
Completed Successfully	Checking that QuickBooks Online is Still Connected	
Completed Successfully	Retrieving QuickBooks Online Preferences	
Completed Successfully	Retrieving Chart of Accounts for Validation	

Depending on batch size and loading times, you may notice that in the “Status” section it states “This batch is still running. Please refresh your browser to retrieve updated info.” If this is the case, then you will notice that some of the “Status” fields for various sections in your Batch will appear as “Not Yet Started”. If you refresh the page the status should update; however, if some of the “Status” fields still shown as “Not Yet Started” you will need to refresh the page again. If the transfer was successful, the status for all remaining sections should change to “Completed Successfully”.

The last step is to ensure that none of the sections failed to make it through the transfer. If errors were found while attempting the transfer from Manage to QuickBooks Online, the status will be shown as “Failed” and will provide a brief message as to why the Action did not succeed.

Completed Successfully	Creating Invoice 464	
Completed Successfully	Creating Invoice 465	
Failed	Creating Invoice 466	Invoice 466 cannot be created because there already exists an AR invoice with the document number of "466" for this customer in QuickBooks Online.

If any Actions appear to have failed then the issue causing the failure must be resolved, and the batch must be run again. If the error persists, or you need assistance resolving the issue please see [Customer Support](#).

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Create Expense Batch

To begin the creation of an Expense Batch, click on “Run New Batch” located on the side navigation menu. This will expand and offer a selection of Batches to create. Select “Create Expense Batch”.

MOBIUS WORKS	
↑	Dashboard
⚙	Set Up ConnectWise
+	Set Up QuickBooks Online
+	Modules
+	Run New Batch
+	Create Invoice Batch
+	Create Expense Batch
+	Create Inventory Batch
+	Create SyncAll Batch
+	Rerun Existing Batch
+	Run Payment Sync
🔍	Review Existing Batch
✍	Contact Support
🔒	Change Password
🔌	Logout

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This should bring you to the “Select Expenses” screen.

Select Expenses

Selected	Date	Description	Expense Account	Amount	Expense Type	Member
<input type="checkbox"/>	2016-09-14 00:00:00	External Expenses	70550-D01-P01	150.00	Entertainment	Admin1
<input type="checkbox"/>	2016-09-14 00:00:00	External Expenses	70570-ParkingClass	15.00	Parking & Tolls	Admin1
<input type="checkbox"/>	2016-09-14 00:00:00	External Expenses	70560-D01-P01	150.00	Hotel	Admin1

QuickBooks Company: Default
QuickBooks Online connection to transfer into

ConnectWise Location: Clearwater Office
Filter unposted transactions by ConnectWise Location

Batch ID:
Every batch run must have a unique Batch ID. This batch ID is used to identify this batch. You may use any naming convention for the batches you create, although ConnectWise recommends the date, your initials, and a character to represent what kind of transactions are on the batch. For example, a batch with invoices might be "20130825-JJS-I-1". If you needed to do a second batch with invoices the same day, you could use the batch ID "20130825-JJS-I-2".

- **Transactions:** Select the transactions to transfer in the Batch.
- **QuickBooks Company:** Select the QuickBooks Online company to transfer into. Mobius Connect will set your Default QuickBooks Online configuration when this page loads. **Changing the QuickBooks Online Company will update Manage Location with the selected QuickBooks Online configuration default value.**
- **ConnectWise Manage Location:** Filter unposted transactions by Manage Billing Location
- **Batch ID:** A unique ID for the batch of transactions.

GUIDE TO INTEGRATION IMPLEMENTATION

Once the Expense Batch has been submitted you will be brought to the “Batch Status” Screen. Here you can review the Expense Batch to ensure that it transferred correctly.

Batch Status: Create Batch "ExpenseBatch"

Status

- QuickBooks Company: Default
- Start Time: Sep 30, 2016 03:21 PM (10 seconds ago)
- Batch Status: **Started**

This batch is still running. Please refresh your browser to retrieve updated info.

Retrieving Transactions

Status	Action	Message
Completed Successfully	Creating Connection to ConnectWise	
Completed Successfully	Parsing the Resulting Batch	

Set Up QuickBooks Online Connection

Status	Action	Message
Completed Successfully	Connecting to QuickBooks Online Company	
Completed Successfully	Checking that QuickBooks Online is Still Connected	
Completed Successfully	Retrieving QuickBooks Online Preferences	
Completed Successfully	Retrieving Chart of Accounts for Validation	

Depending on batch size and loading times you may notice that in the “Status” section it states “This batch is still running. Please refresh your browser to retrieve updated info.” If this is the case, then you will notice that some of the “Status” fields for various sections in your Batch will appear as “Not Yet Started”. If you refresh the page the status should update; however, if some of the “Status” fields still shown as “Not Yet Started” you will need to refresh the page again. If the transfer was successful, the status for all remaining sections should change to “Completed Successfully”.

The last step is to ensure that none of the sections failed to make it through the transfer. If errors were found while attempting the transfer from Manage to QuickBooks Online, the status will be shown as “Failed” and will provide a brief message as to why the Action did not succeed.

Failed	Creating Expense Purchase for "Entertainment 2016-09-21", Admin1 Training	"Entertainment 2016-09-21", Admin1 Training cannot be created because there already already exists an Expense with the document number of "9893Admin1" for this vendor in QuickBooks Online.
---------------	---	--

If any Actions appear to have failed then the issue causing the failure must be resolved, and the batch must be run again. If the error persists, or you need assistance resolving the issue please see [Customer Support](#).

GUIDE TO INTEGRATION IMPLEMENTATION

Create Inventory Batch

To begin the creation of an Inventory Batch, click on “Run New Batch” located on the side navigation menu. This will expand and offer a selection of Batches to create. Select “Create Inventory Batch”.

MOBIUS WORKS	
↑	Dashboard
⚙	Set Up ConnectWise
+	Set Up QuickBooks Online
+	Modules
+	Run New Batch
+	Create Invoice Batch
+	Create Expense Batch
+	Create Inventory Batch
+	Create SyncAll Batch
+	Rerun Existing Batch
+	Run Payment Sync
🔍	Review Existing Batch
✍	Contact Support
🔒	Change Password
🔌	Logout

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GUIDE TO INTEGRATION IMPLEMENTATION

This should bring you to the “Select Inventory” screen.

MOBIUS WORKS intuit

Dashboard

- Set Up ConnectWise
- Set Up QuickBooks Online
- Modules
- Run New Batch
- Review Existing Batch
- Contact Support
- Change Password
- Logout

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Select Inventory

Selected	Type	Description	Date	Amount
<input type="checkbox"/>	Purchase	PO #23, Packing Slip: 23	2013-01-16 00:00:00	24.00
<input type="checkbox"/>	Purchase	PO #200851, Packing Slip: 200851	2014-04-24 00:00:00	514.00
<input type="checkbox"/>	Adjustment	: AdjustID	2015-02-05 00:00:00	12500.00
<input type="checkbox"/>	Adjustment	: AdjustID	2015-02-05 00:00:00	100.00
<input type="checkbox"/>	Transfer	Inventory Transfer: 30.00 of SL Taxable from Default\Default to Dynamics SL Warehouse\SLBin	2015-02-06 00:00:00	3750.00
<input type="checkbox"/>	Transfer	Inventory Transfer: 5.00 of SLInventoryType from Default\Default to Dynamics SL Warehouse\SLBin	2015-02-12 00:00:00	77.50

Select All Select None Refresh Transactions

QuickBooks Company Default

QuickBooks Online connection to transfer into

ConnectWise Location Clearwater Office

Filter unposted transactions by ConnectWise Location

Batch ID

Every batch run must have a unique Batch ID. This batch ID is used to identify this batch. You may use any naming convention for the batches you create, although ConnectWise recommends the date, your initials, and a character to represent what kind of transactions are on the batch. For example, a batch with invoices might be "20130825-JJS-I-1". If you needed to do a second batch with invoices the same day, you could use the batch ID "20130825-JJS-I-2".

Submit

- **Transactions:** Select the transactions to transfer in the Batch.
- **QuickBooks Company:** Select the QuickBooks Online company to transfer into. Mobius Connect will set your Default QuickBooks Online configuration when this page loads. **Changing the QuickBooks Online Company will update Manage Location with the selected QuickBooks Online configuration default value.**
- **ConnectWise Manage Location:** Filter unposted transactions by Manage Billing Location
- **Batch ID:** A unique ID for the batch of transactions.

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Once the Inventory Batch has been submitted you will be brought to the “Batch Status” Screen. Here you can review the Invoice Batch to ensure that it transferred correctly.

Depending on batch size and loading times you may notice that in the “Status” section it states “This batch is still running. Please refresh your browser to retrieve updated info.” If this is the case, then you will notice that some of the “Status” fields for various sections in your Batch will appear as “Not Yet Started”. If you refresh the page, the status should update; however, if some of the “Status” fields still shown as “Not Yet Started” you will need to refresh the page again. If the transfer was successful, the status for all remaining sections should change to “Completed Successfully”.

The last step is to ensure that none of the sections failed to make it through the transfer. If errors were found while attempting the transfer from Manage to QuickBooks Online, the status will be shown as “Failed” and will provide a brief message as to why the Action did not succeed.

Completed Successfully	Importing PO #91, Packing Slip: 91 as an AP Bill	
Failed	Importing PO #92, Packing Slip: 92 as an AP Bill	The item "10ft Patch Cable" was not found in QuickBooks Online. Because the integration automatically creates items as necessary, a prior step to automatically create this Item must have failed.

If any Actions appear to have failed then the issue causing the failure must be resolved, and the batch must be run again. If the error persists, or you need assistance resolving the issue please see [Customer Support](#).

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Assigning the Batch ID

Each transaction will become its own individual batch, which allows for an easier workflow process if you ever need to unbatch a single transaction post-batch. As a result, the integration will automatically generate an individual BatchID for each transaction. The BatchID format will be *YYYY-mm-dd-[I, P, or E][unique identifier]*. The unique identifiers are as follows:

- Invoice Invoice Number
- Item Receipt PO Number
- Expense GLRecID & Member Xref

For example, if you have batched Invoice #456, the Batch ID would be 2020-01-01-I456. Likewise, if you have batched Item Receipt #890, the BatchID would be 2020-01-01-P890. Finally, if you have batched Expense #123 for Member “Z Admin”, the BatchID would be 2020-01-01-E123zadmin.

Reviewing Existing Batch

Although Mobius Connect performs a number of validations (such as checking to make sure that an account specified on a transaction is an account in QuickBooks Online), it is a good idea to check some of the data to ensure that things have worked reliably.

Mobius Connect offers a feature to review existing batches. To review an existing batch from within Mobius Connect select “Review Existing Batch” from the side navigation menu. Then enter the Batch ID for the existing batch you want to review into the text box labeled “Batch ID”, and finally click on the “Check Status” button. This will bring up the Batch Status screen for the Batch ID entered. From here you can review all aspects of the Batch and its transfer process.

Validating a Batch

Invoices

To verify invoices in QuickBooks Online, navigate to *Home > Transactions > Sales*

Sales Transactions

Unbilled Last 365 Days: \$0, 0 ESTIMATE
 Unpaid Last 365 Days: \$1,000, 1 OVERDUE
 Paid: \$1,000, 1 OPEN INVOICE
 \$0 PAID LAST 30 DAYS

DATE	TYF	NO.	CUSTOMER	DUE DATE	BALANCE	TOTAL	STATUS	ACTION
05-25-2016	Inv	18485	Gold Test...	06-04-2016	\$1,000.00	\$1,000.00	Overdue	Receive payment

Expenses

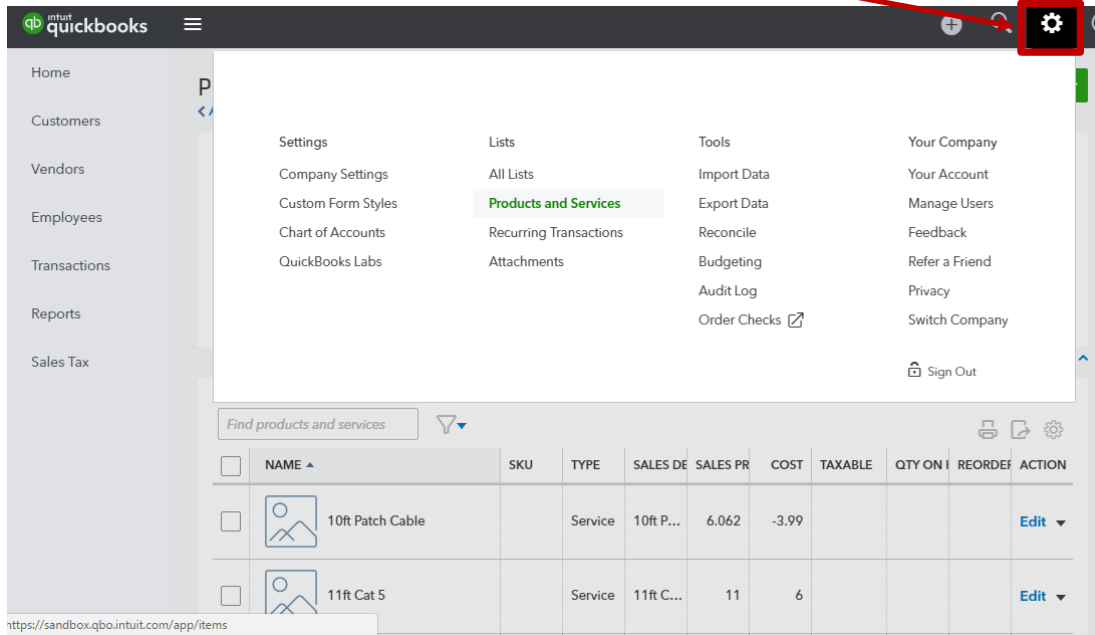
To verify expenses in QuickBooks Online, navigate to *Home > Transactions > Expenses*

Expense Transactions

DATE	TYPE	NO.	PAYEE	CATEGORY	TOTAL	ACTION
12-02-2016	Bill	9978Admin1	Admin1 Training...	-Split-	\$503.00	Make payment
09-16-2016	Bill	9831Admin1	Admin1 Training...	-Split-	\$315.00	Make payment
08-12-2016	Bill	9839Admin1	Admin1 Training...	70550	\$1,500.00	Make payment
02-12-2017	Bill	39262CLife	Chris Lile (CHRIS...	-Split-	\$128.40	Make payment
02-05-2017	Bill	39260CLife	Chris Lile (CHRIS...	70570	\$44.94	Make payment
01-29-2017	Bill	39256CLife	Chris Lile (CHRIS...	-Split-	\$89.88	Make payment
01-22-2017	Bill	39254CLife	Chris Lile (CHRIS...	70570	\$44.94	Make payment

Item Receipts

To verify item receipts in QuickBooks Online, navigate to the gear icon *Lists > Products and Services*



Synchronizing Invoice Payments

Your typical workflow will include creating invoices in Manage, and exporting those invoices to QuickBooks Online. However, when you receive payments from customers, you will use QuickBooks Online to record that the payment was received. Since it is useful to be able to look at an invoice in Manage and know if that invoice has been paid without needing to access QuickBooks Online, Mobius Connect will automatically synchronize payment updates daily so that Manage shows you what payments have been made to invoices.

You can view these results in Manage “Invoice Search” screen, by accessing *Finance > Invoice Search*. Each invoice will have a “Paid Amount” and “Date Paid” field. Note that the “Date Paid” field will only be filled with a date if the invoice was paid in full.

You can also run Payment Synchronization manually under *Run New Batch > Run Payment Sync* from the side navigation menu. A pop-up will display for you to choose the QuickBooks Online configuration to sync payments from. Select the QuickBooks Online configuration and click OK to initiate the process.

Run Payment Sync X

Select a QuickBooks Online Company to run payment syncs against.

Default

OK
Cancel

Sync Statistics

On the ConnectWise Manage Integration Dashboard is the Sync Statistics tab. This tab provides details on batches and payment sync activity over a selected time period.

MOBIUS WORKS intuit

ConnectWise Integration Dashboard

Configurations **Sync Statistics**

Sync Statistics

QuickBooks Online Configuration: Default

Transaction Status: Completed Successfully

Start Date: 08/31/2016 End Date: 09/29/2016

Transactions transferred between 08/31/2016 - 09/29/2016 for QuickBooks Online configuration Default

- Invoices 87 (71.3%)
- Credit Memos 7 (5.7%)
- Expenses 10 (8.2%)
- Item Receipts 18 (14.8%)

Invoices				
Date	Status	Action	Message	Batch
2016-09-23 17:35:17	Completed Successfully	Creating Invoice 464		View
2016-09-23 17:35:17	Completed Successfully	Creating Invoice 465		View

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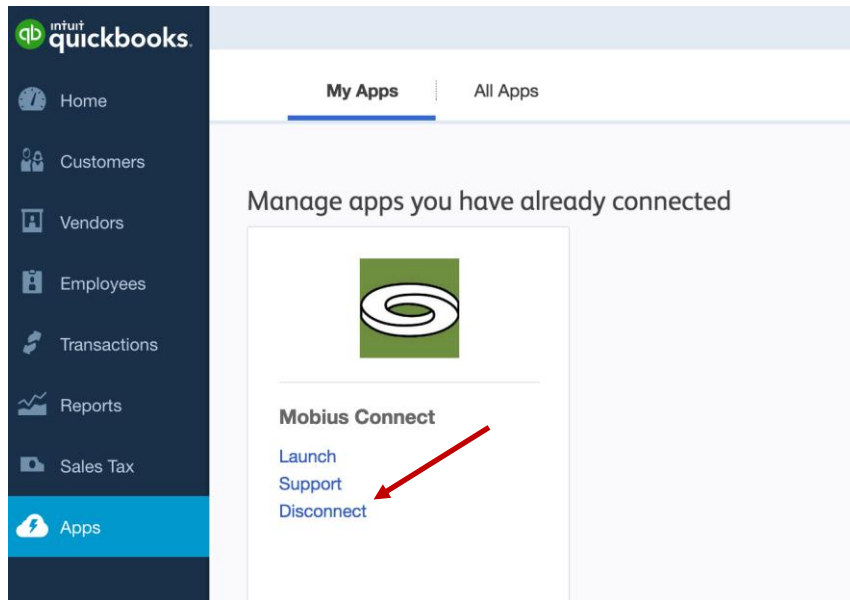
Select a QuickBooks Online Configuration, Transaction Status, and Start/End Date to update the results. Click on a type of transaction on the chart to review all the Actions for that type. Click the View button on the Batch Column to jump into the Review Existing Batch for the batch that contains the transaction transferred.

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Disconnection

The Connection tab of the QuickBooks Online configuration page shows some of your QuickBooks Online Company information. If you need to officially disconnect this company from Mobius Connect, you can use the Disconnect QuickBooks Online button to do so.

In the event that Mobius Connect has been disconnected from QuickBooks Online, but Intuit has not fully registered the disconnect, a manual disconnect can be made from QuickBooks Online on the Apps page by clicking the Disconnect link under the Mobius Connect App.



Customer Support

If you have any questions, please feel free to contact our consulting team at Consulting@ConnectWise.com.

There is also an integrated message submission form accessible from the side navigation menu under Contact Support. You can use this form to easily submit support requests to Manage. If the support request is related to an issue batching transactions, you can select to attach the log for the batch in question by selecting the "Send Batch Log?" checkbox, selecting the QuickBooks Online configuration the batch was made against, and finally selecting the BatchID.

Provide a Subject and Message, and click Submit to send the Support Request.

Contact Us

For more information about any of our products or services, please feel free to contact your Account Manager at AccountManager@ConnectWise.com.

Don't have an Account Manager yet? No problem! Please feel free to contact us at <http://www.connectwise.com/contact-us>.