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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.

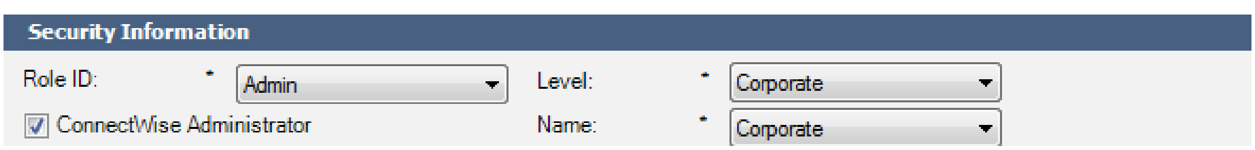
Configuration of Manage Login to access QuickBooks Online

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”.



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.

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 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

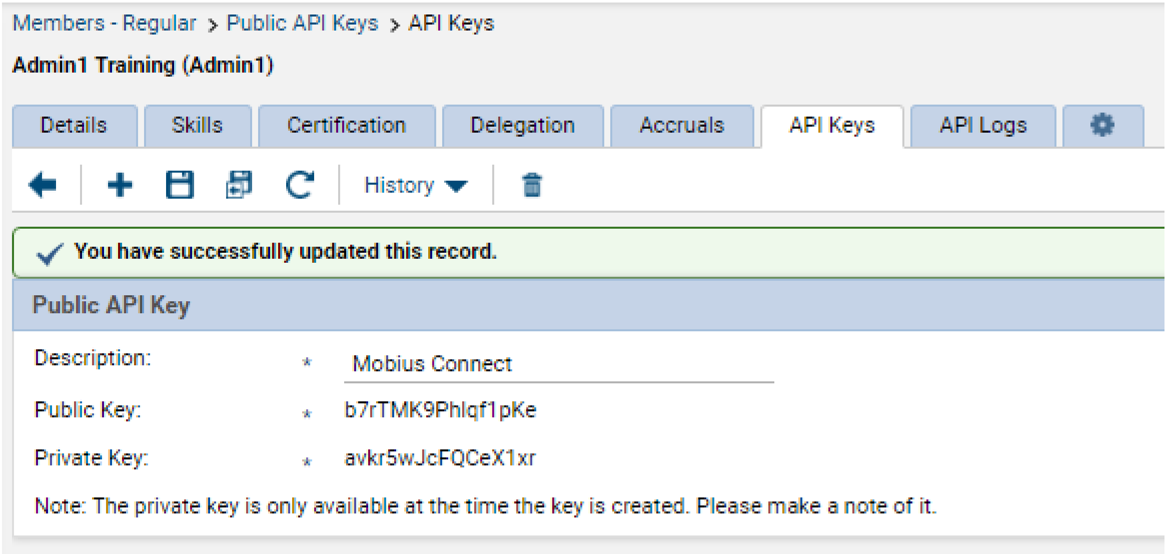
Description	Add Level	Edit Level	Delete Level	Inquire Level	
Mass Maintenance	All	All	All	All	Customize
API Reports	All	All	All	All	
Custom Menu Entry	All	All	All	All	Customize
ConnectWise Central	All	All	All	All	
Chat with ConnectWise Support	All	All	All	All	
Email Audit	All	All	All	All	
List View Export	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

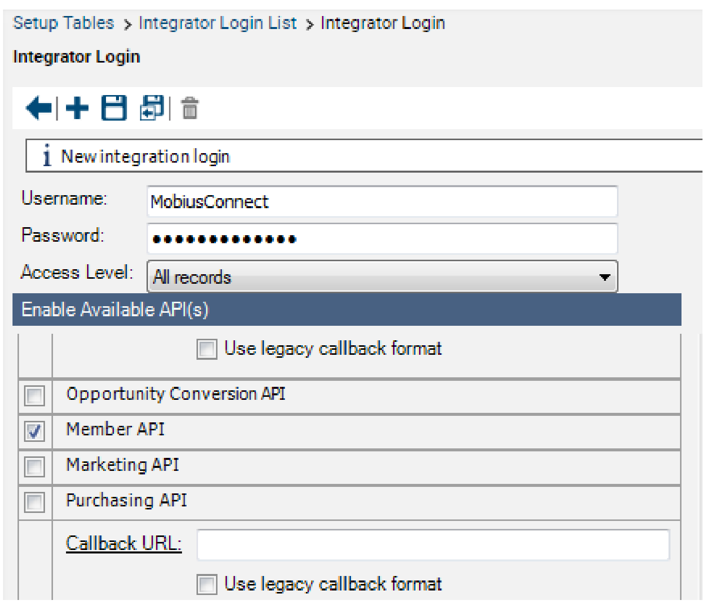
Option 1: APIKey Authentication

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.



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”



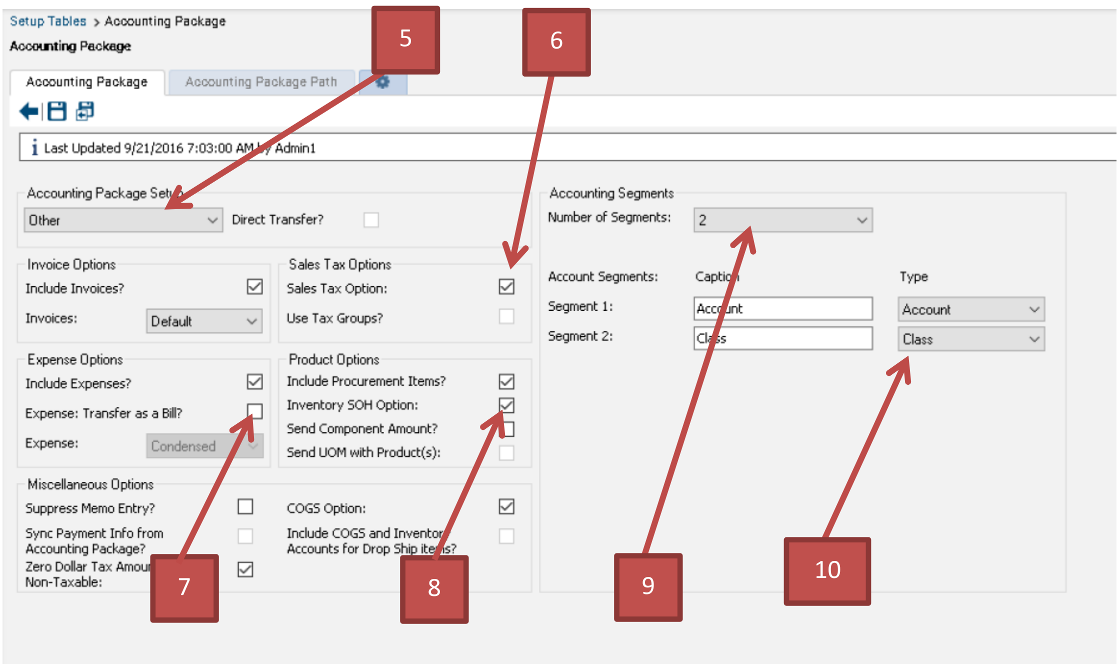
Configuration of GL Accounts

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 before beginning to set up your GL Accounts, or speak with your ConnectWise Consultant at Consulting@ConnectWise.com for more information.

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.



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.

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.

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.

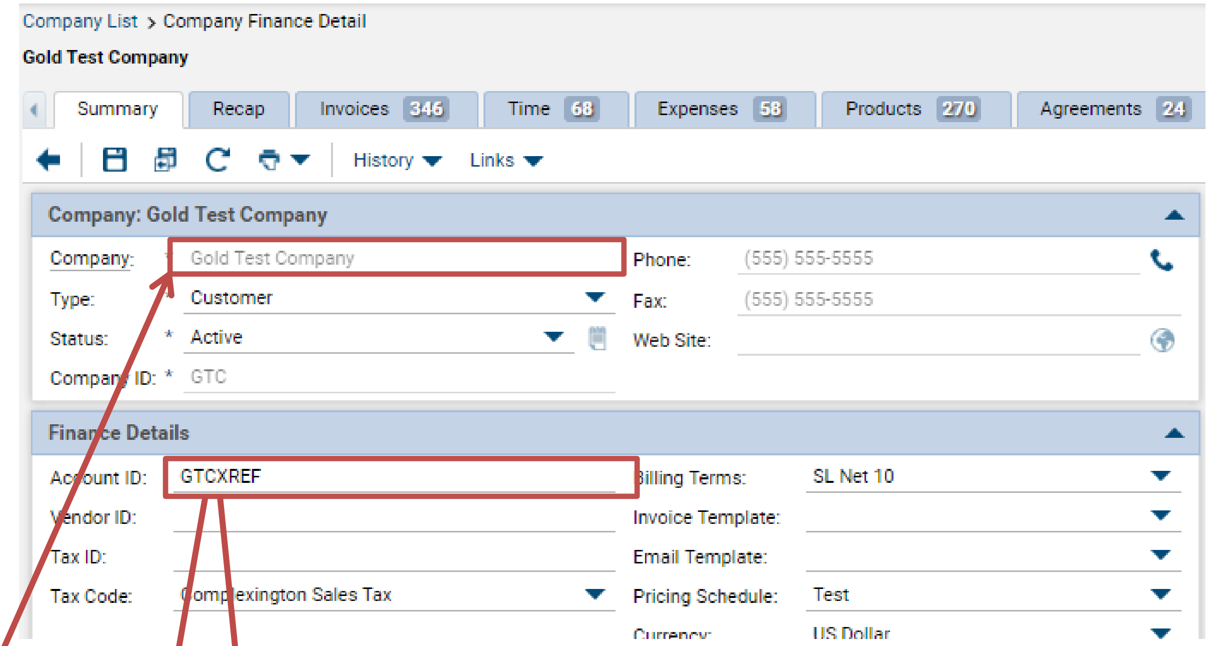


Figure 1: ConnectWise Company Finance Screen

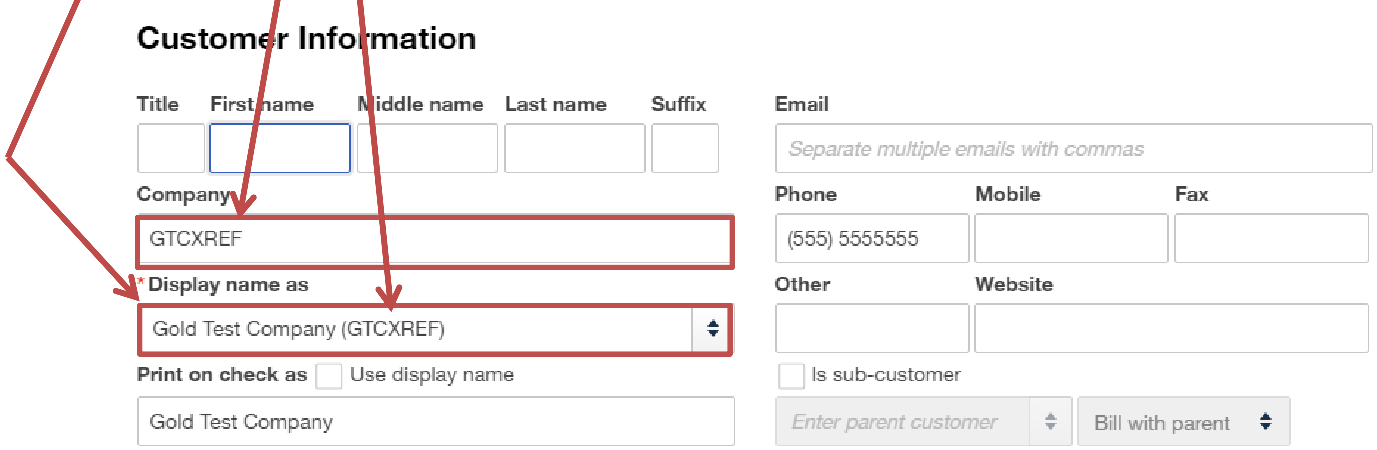


Figure 2: QuickBooks Online Company Screen

With Append Account Disabled

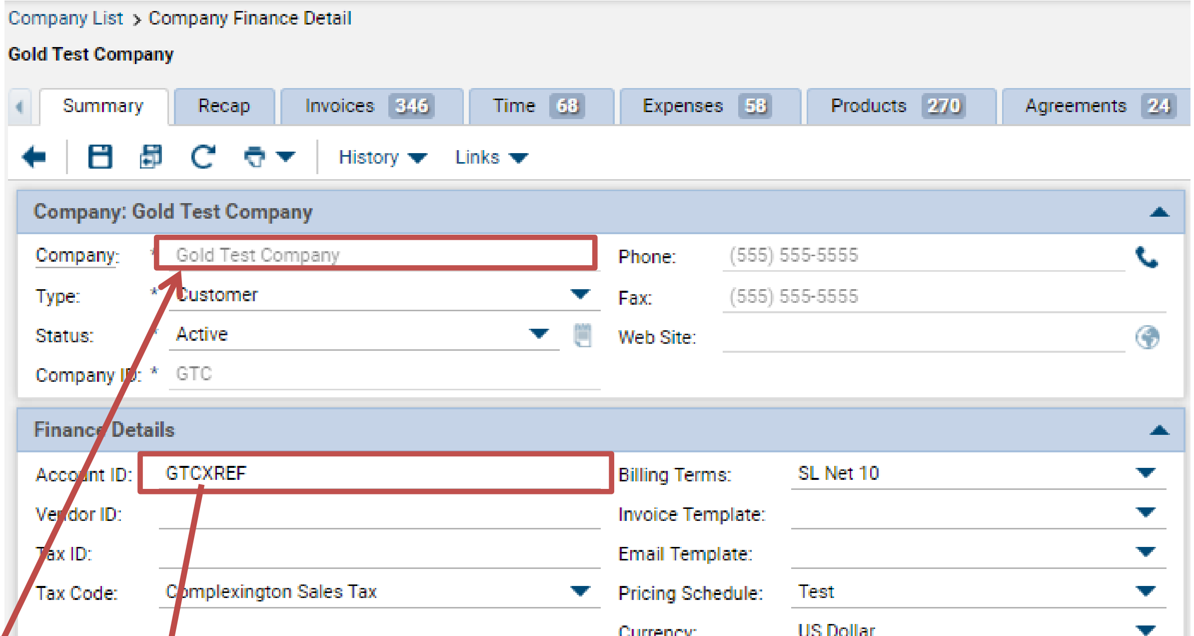


Figure 3: ConnectWise Company Finance Screen

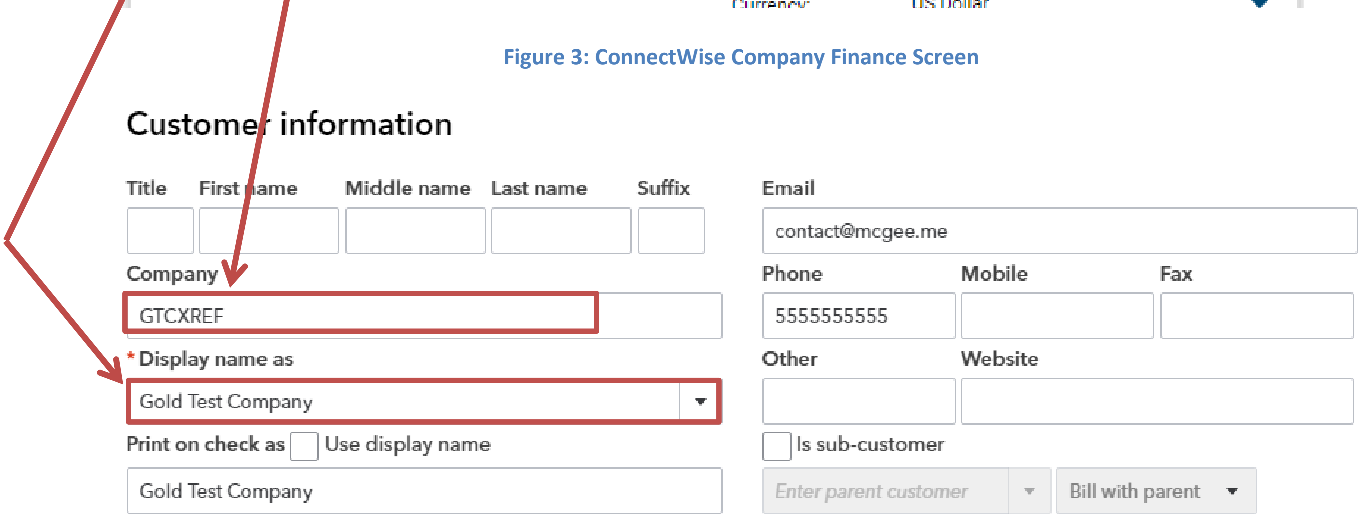


Figure 4: QuickBooks Online Company Screen

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.

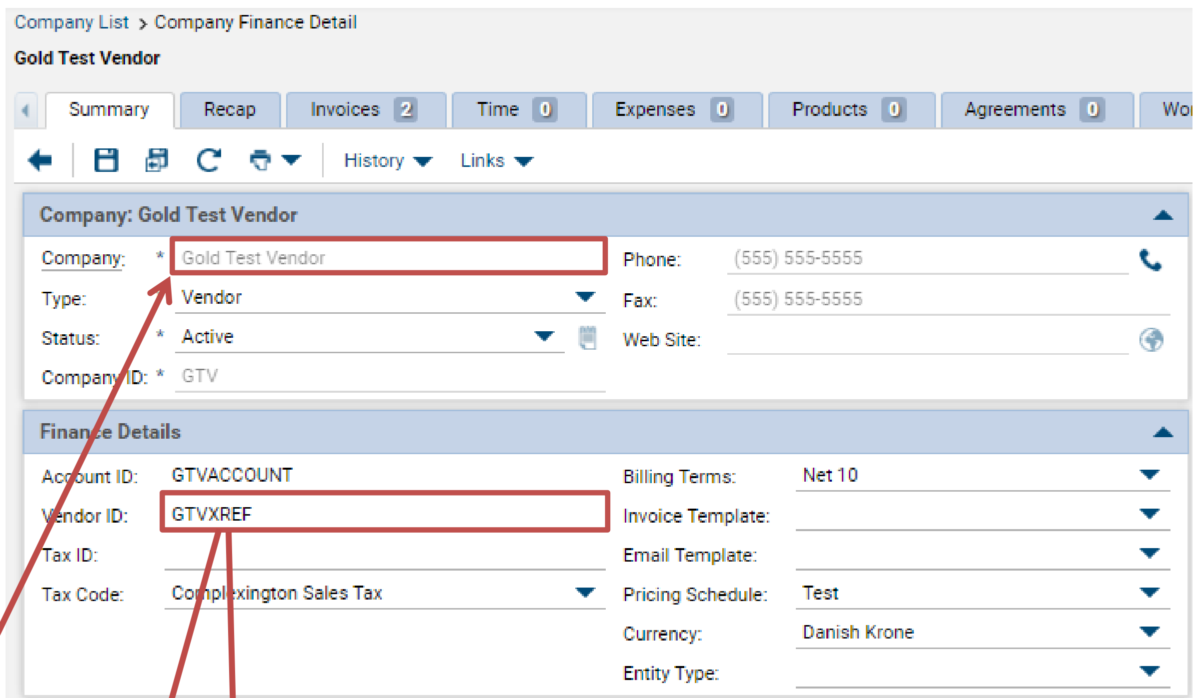


Figure 5: ConnectWise Vendor Finance Screen

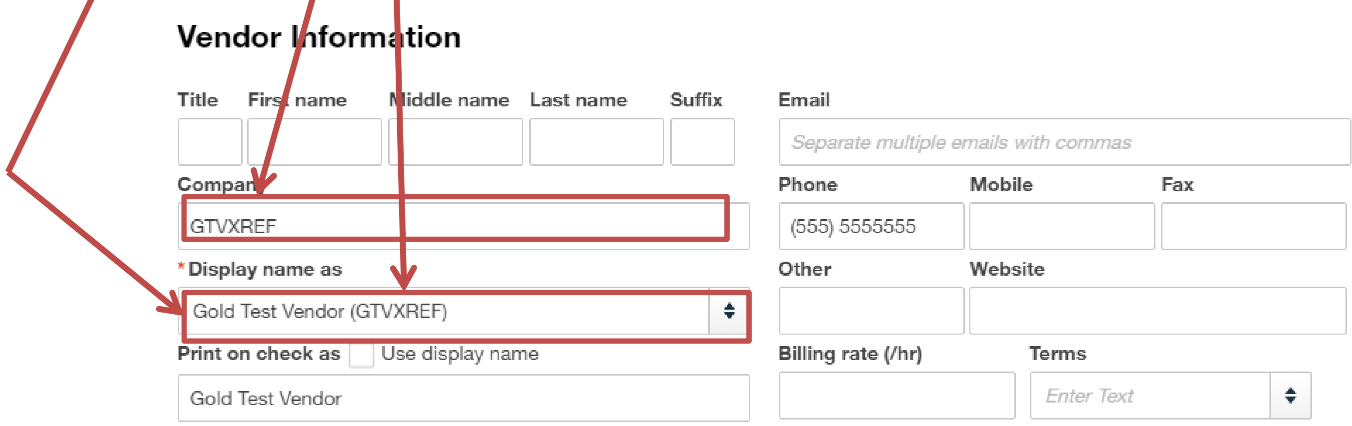


Figure 6: QuickBooks Online Vendor Screen

With Append Account Disabled

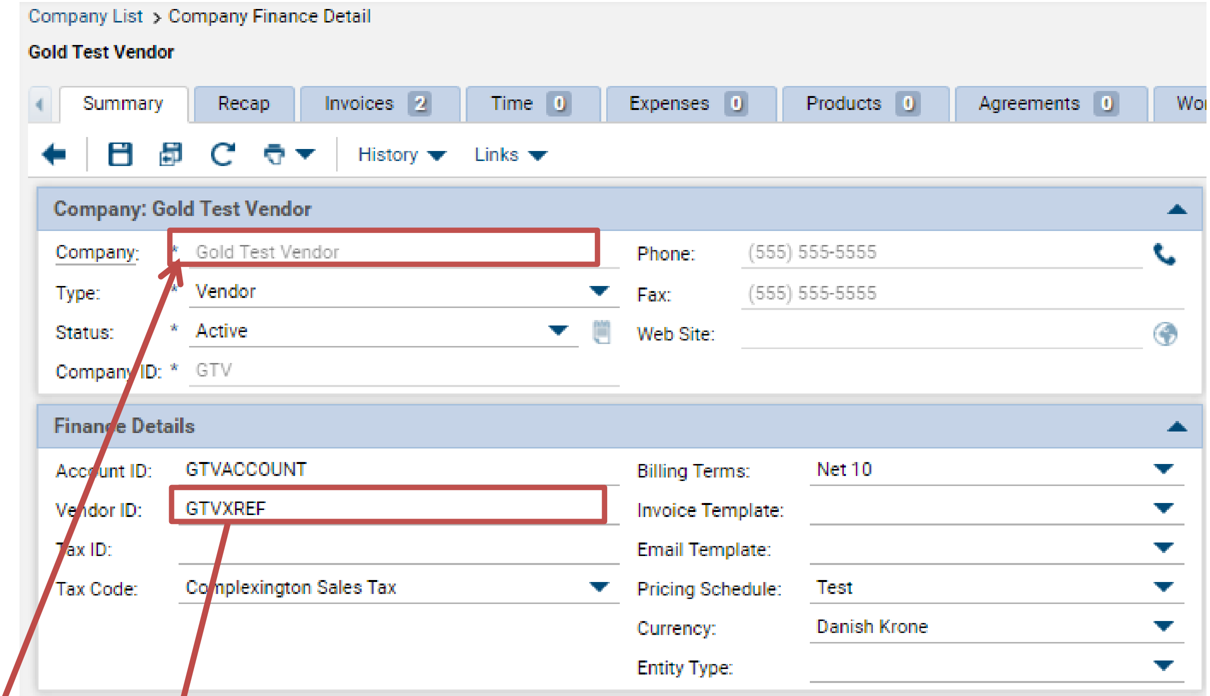


Figure 7: ConnectWise Vendor Finance Screen

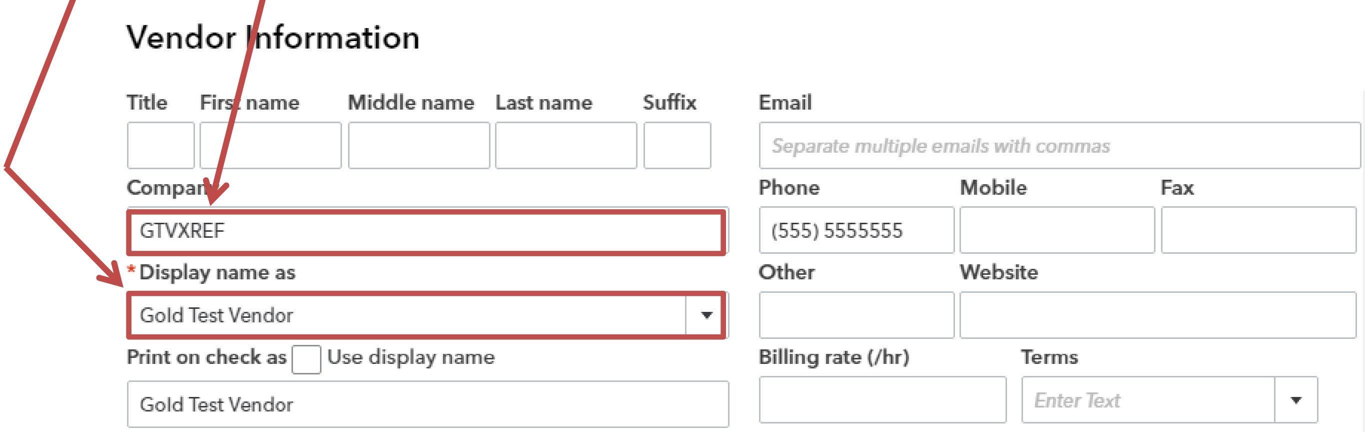


Figure 8: QuickBooks Online Vendor Screen

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.

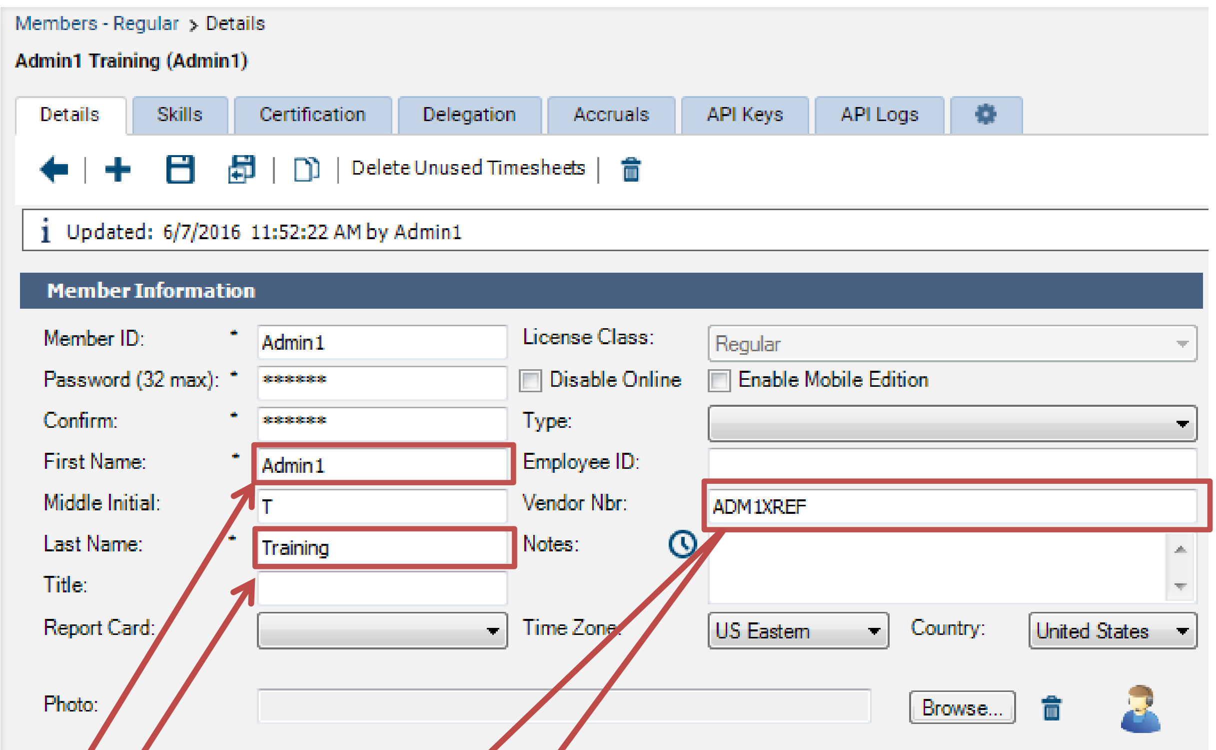


Figure 9: ConnectWise Member Screen

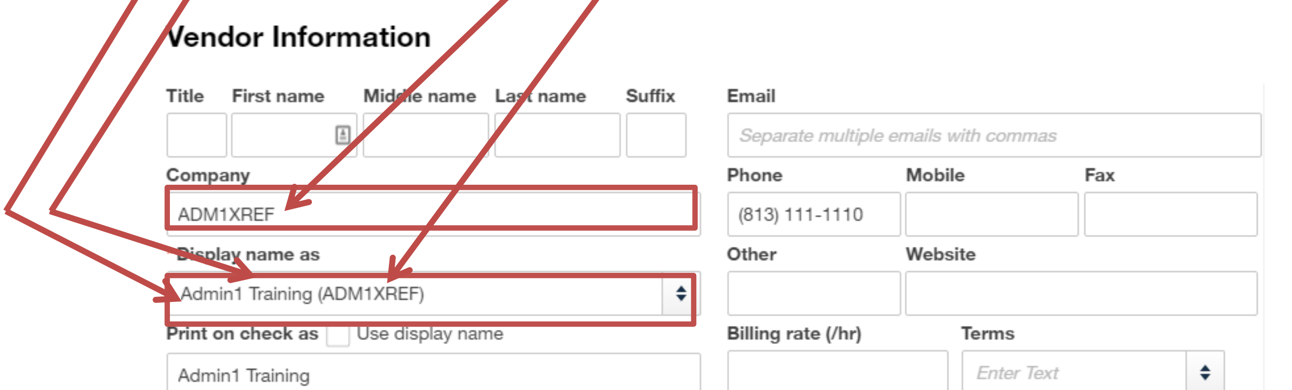


Figure 10: QuickBooks Online Vendor Screen

With Append Account Disabled

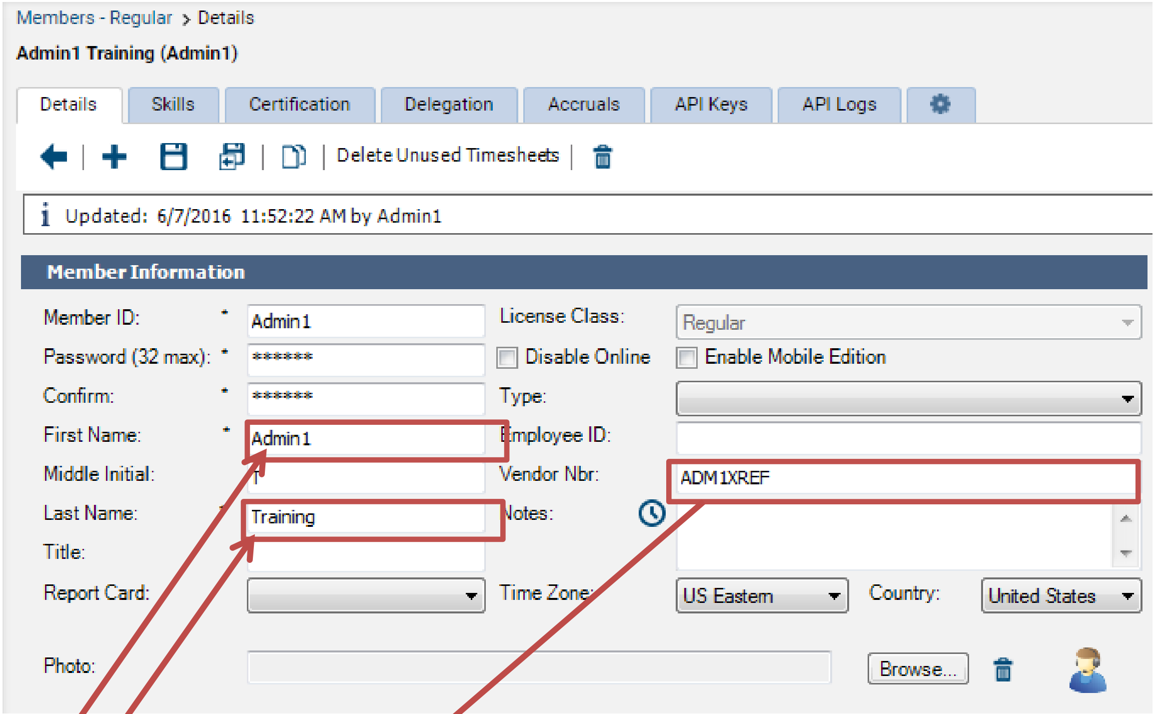


Figure 11: ConnectWise Member Screen

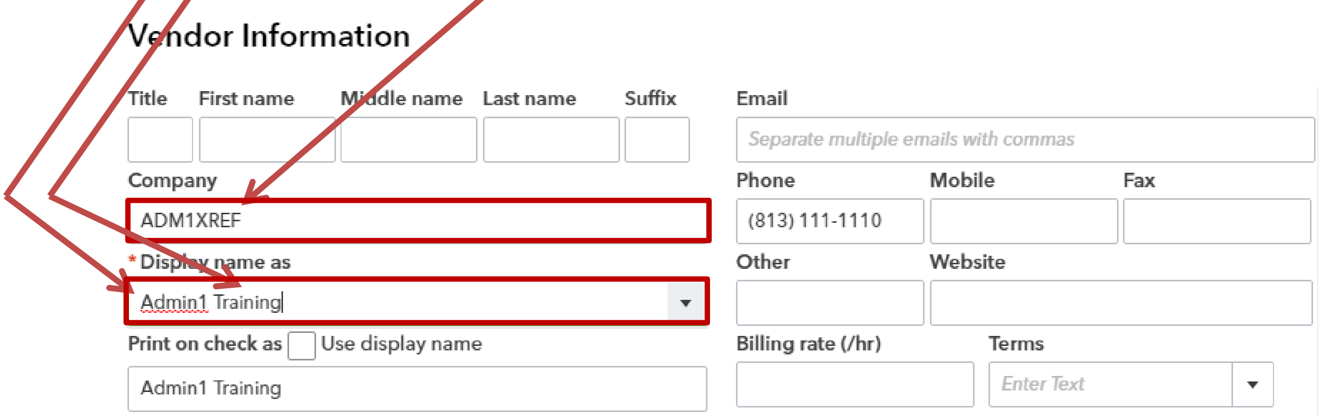


Figure 12: QuickBooks Online Vendor Screen

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.

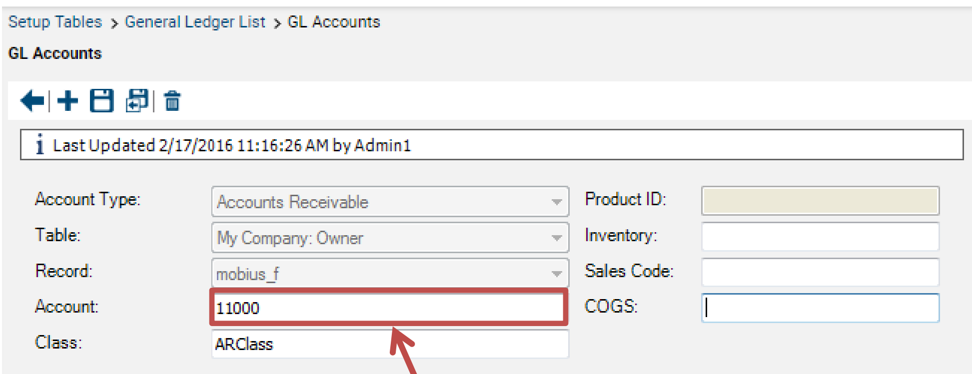


Figure 13: ConnectWise GL Accounts Setup Screen

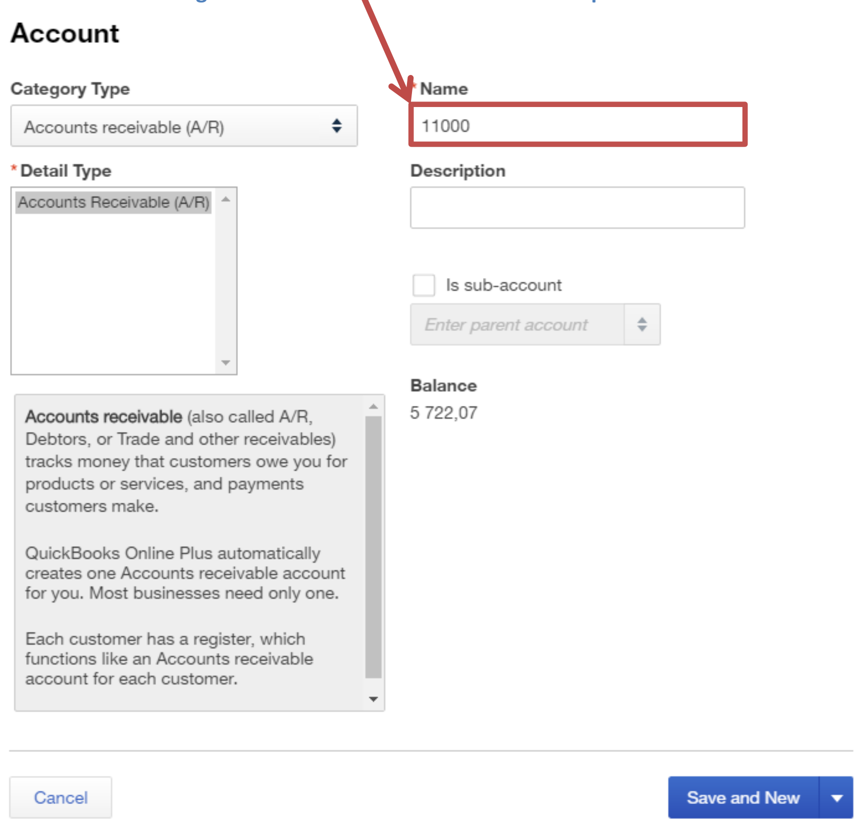


Figure 14: QuickBooks Online Chart of Accounts Screen

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:

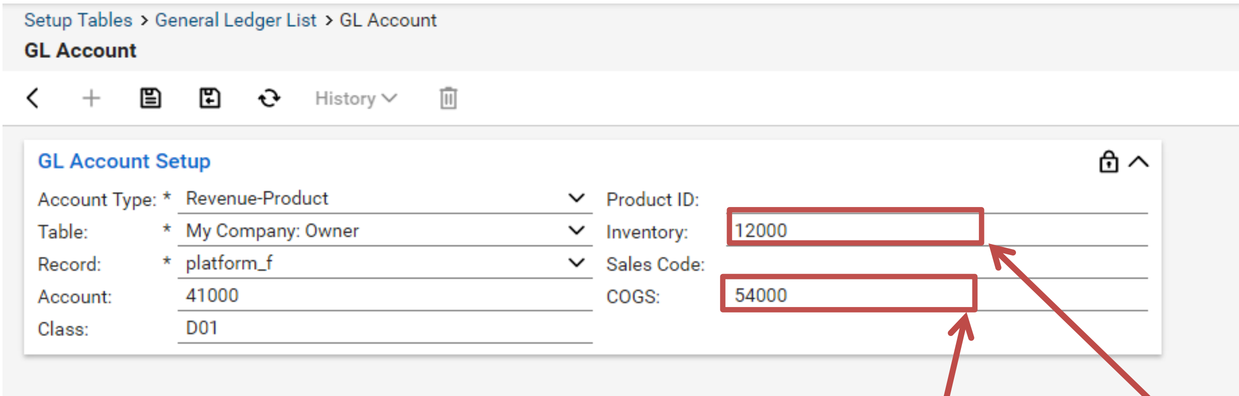


Figure 15: ConnectWise GL Accounts Setup Screen

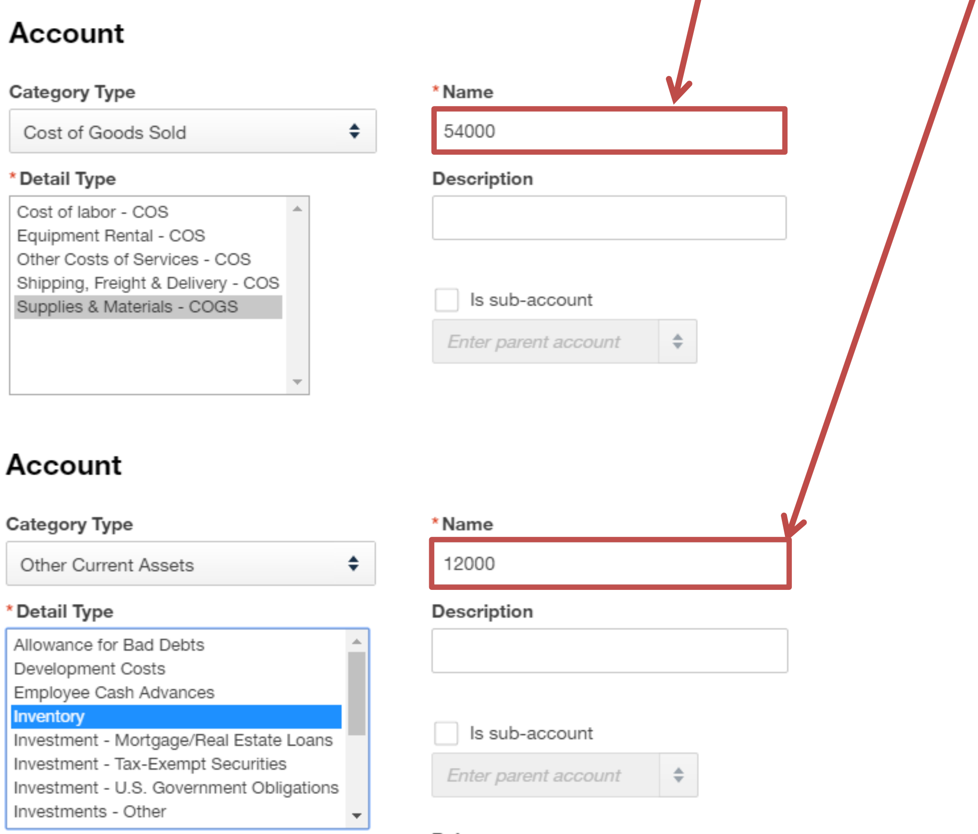


Figure 36: QuickBooks Online GL Accounts Screen

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*”.

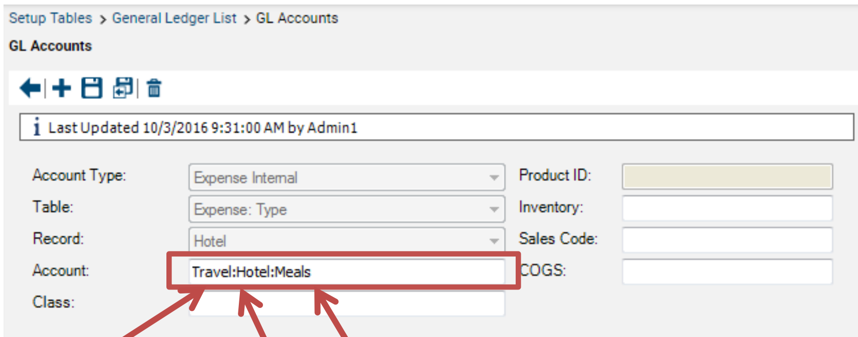


Figure 17: ConnectWise GL Accounts Setup Screen

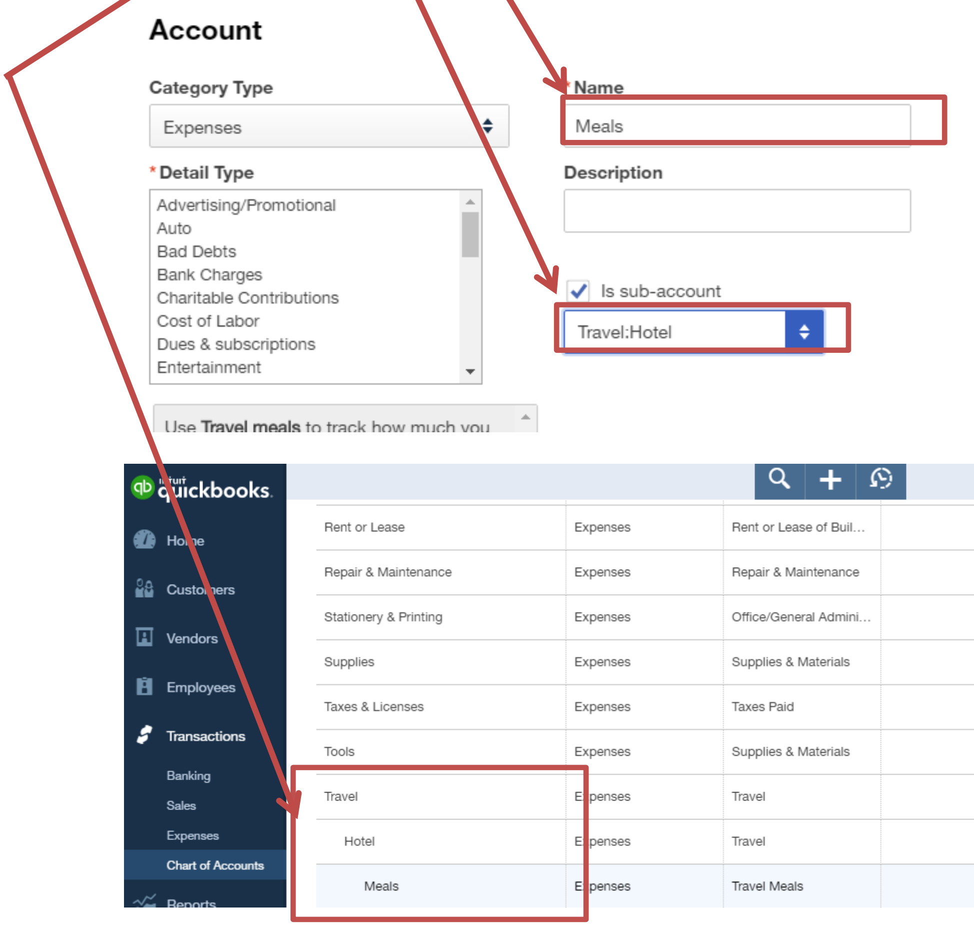


Figure 18: QuickBooks Online GL Accounts Setup Screen

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.

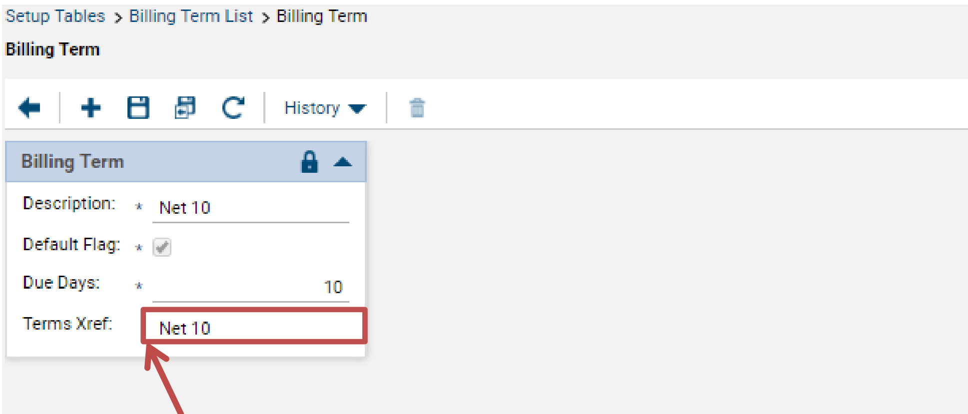


Figure 49: ConnectWise Sales Terms Setup Screen

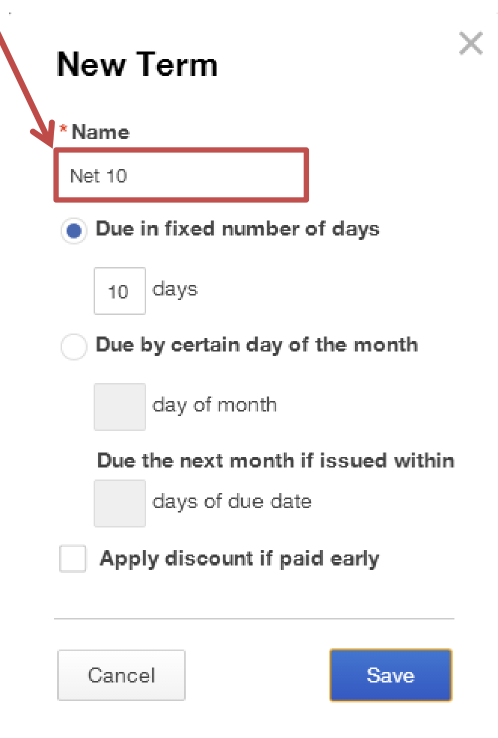
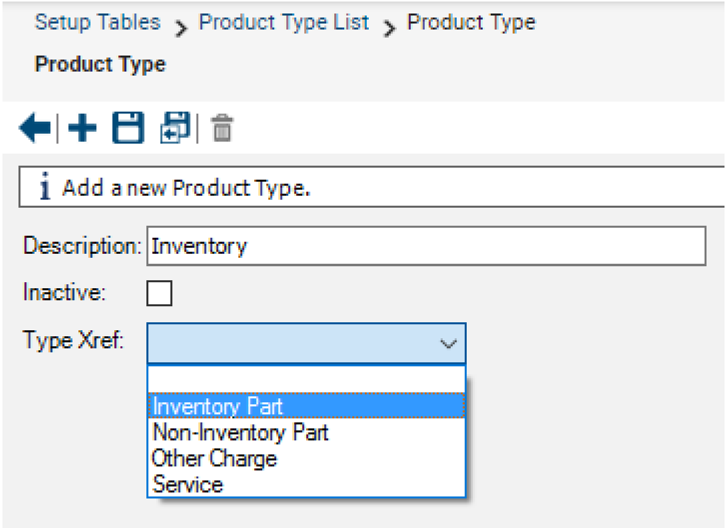


Figure 20: QuickBooks Online Sales Terms Edit Screen

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%).

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%).

Example Single Rate Tax Code Setup

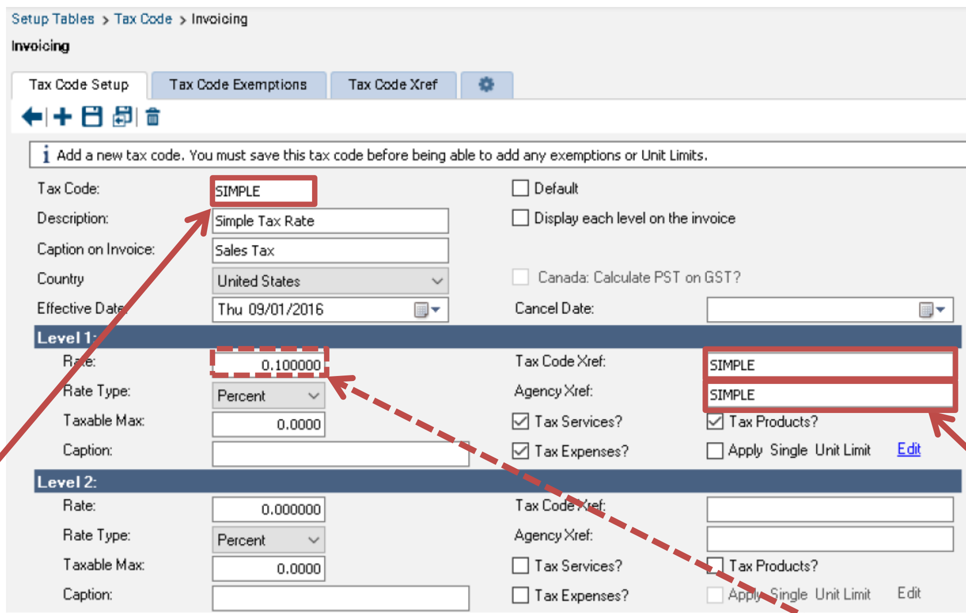


Figure 21: ConnectWise Sales Tax Code Setup Screen

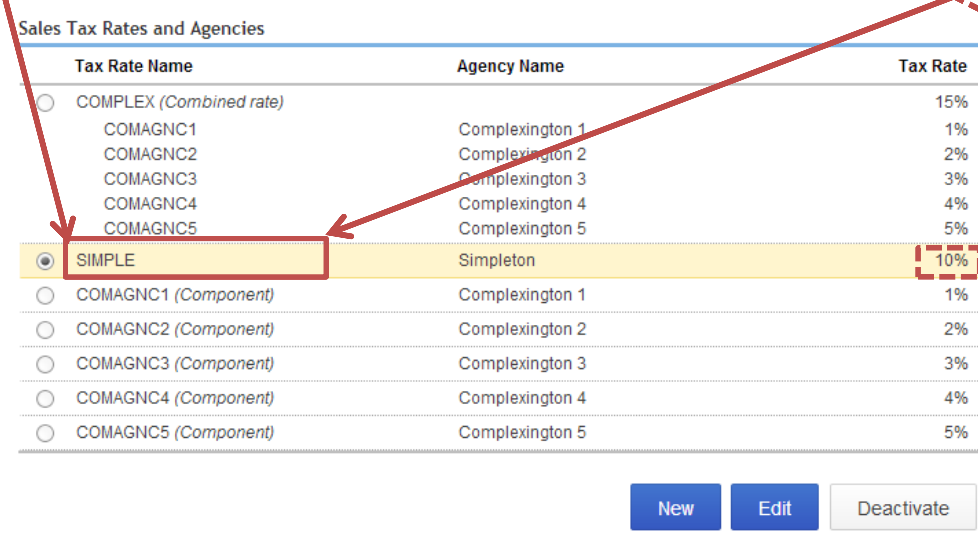


Figure 22: QuickBooks Online Sales Tax Rates Setup Screen

Example Tax Group / Combined Rate Setup

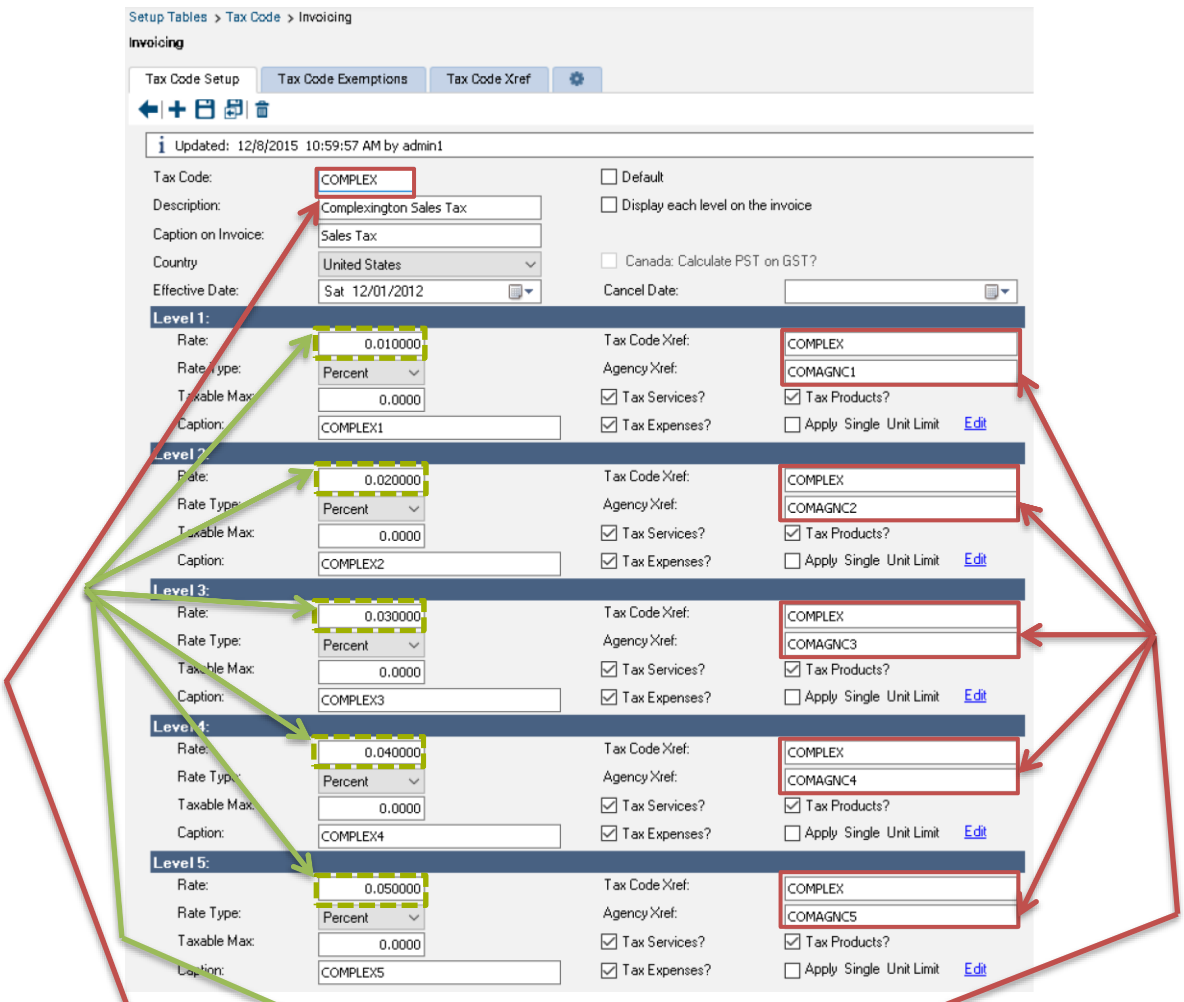
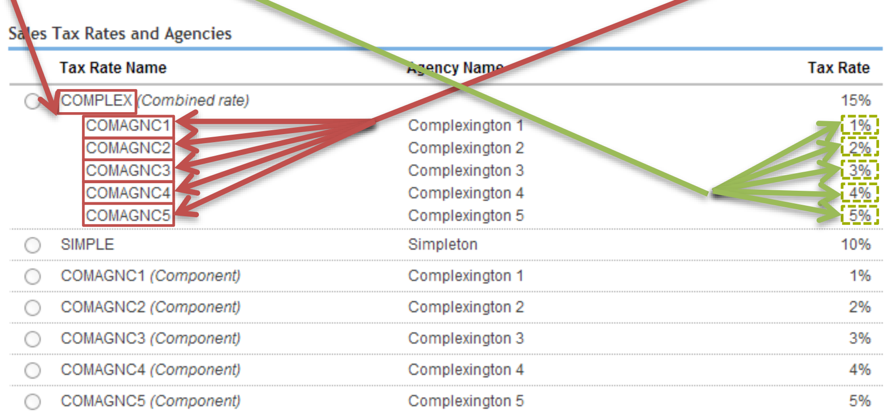


Figure 23: ConnectWise Sales Tax Setup Screen



Sales Tax Rates and Agencies

Tax Rate Name	Agency Name	Tax Rate
COMPLEX *(Combined rate)*		15%
COMAGNC1	Complexington 1	1%
COMAGNC2	Complexington 2	2%
COMAGNC3	Complexington 3	3%
COMAGNC4	Complexington 4	4%
COMAGNC5	Complexington 5	5%
SIMPLE	Simpleton	10%
COMAGNC1 *(Component)*	Complexington 1	1%
COMAGNC2 *(Component)*	Complexington 2	2%
COMAGNC3 *(Component)*	Complexington 3	3%
COMAGNC4 *(Component)*	Complexington 4	4%
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.

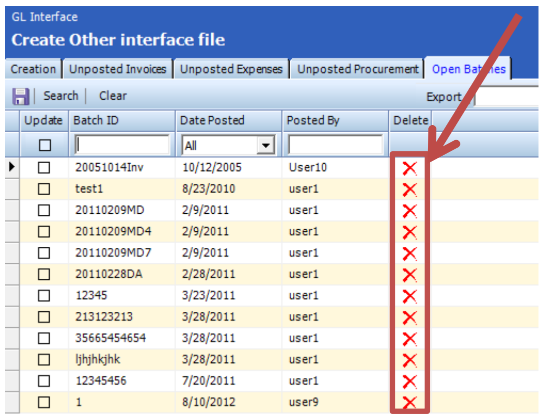
1. In Manage, navigate to the *Finance > Accounting Interface > Creation* tab.
2. Leave the Location field blank to include all transactions.
3. Select the date through which you have already entered data into QuickBooks Online.
4. Check any or all "Export Invoices", "Export Expenses" or "Export Procurement 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.

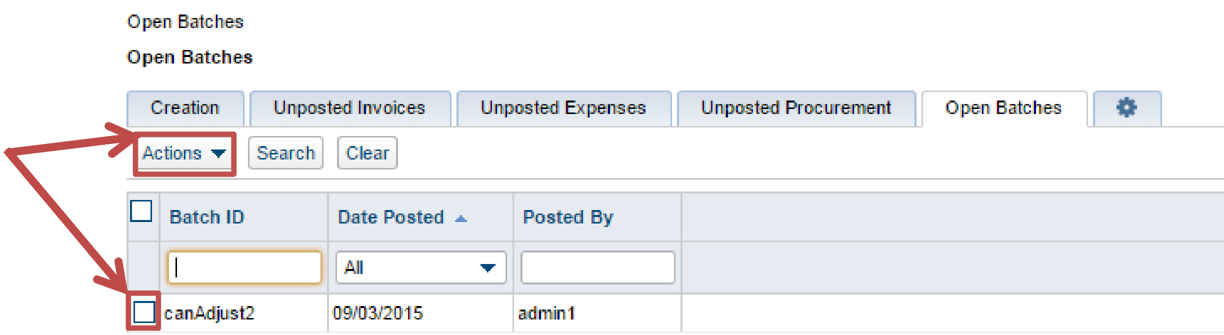
Unpost a Batch

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.



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



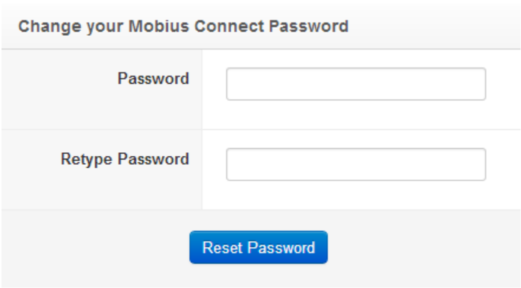
4. 4. Click **Yes** to the verification message. The batch is deleted, and the transactions are again listed on the Unposted tabs and ready to be exported.

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.](https://connect.mobiusworks.com)

Account Creation

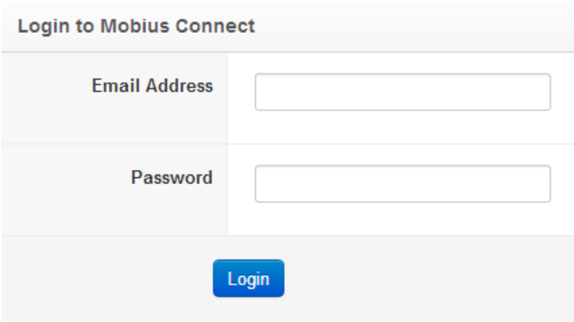
During the initial setup of your Integration, you will receive an e-mail that contains a link. Once you receive the email and follow the link you will see the following screen.



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.



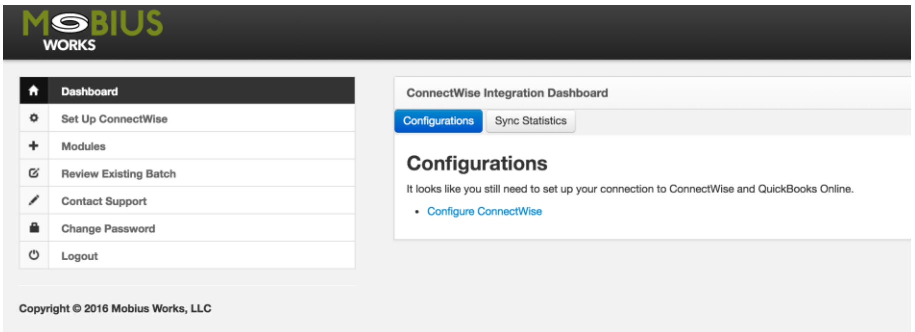
Enter your Mobius Connect account email address in the “Email Address” Field.

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.

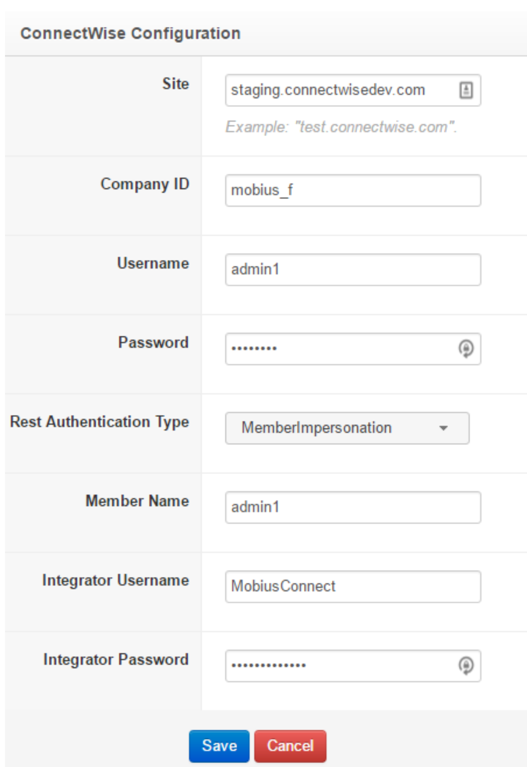
Account Setup

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.



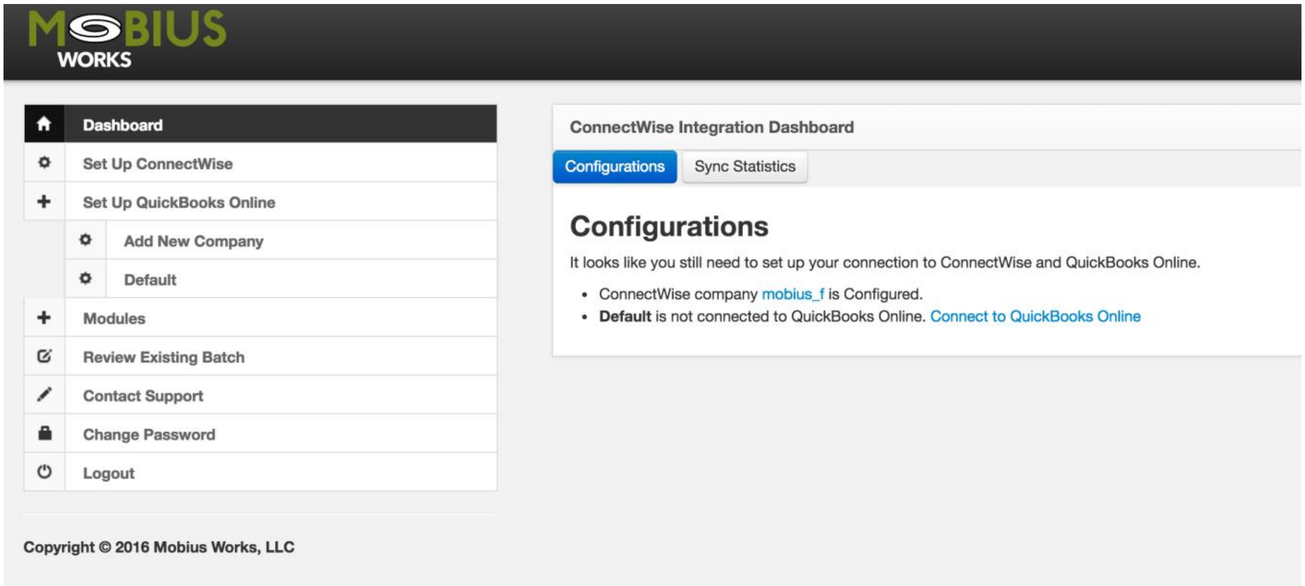
ConnectWise Configuration

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”.



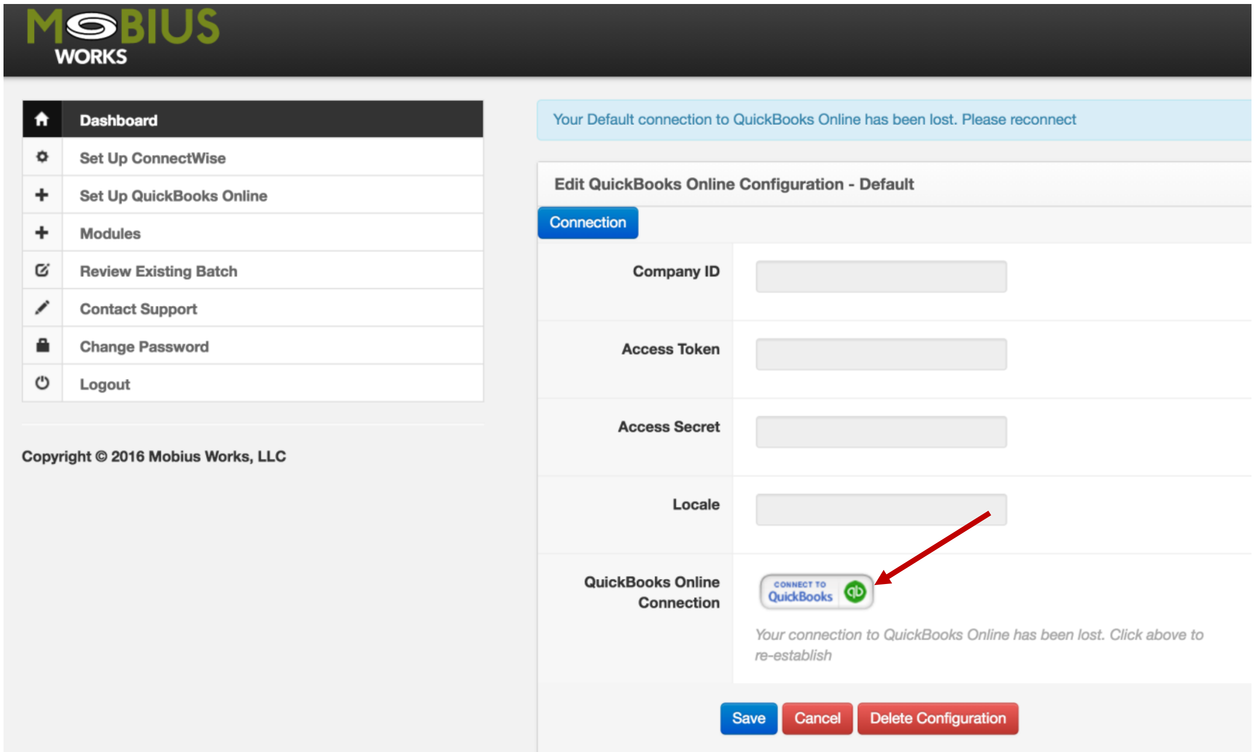
Setup QuickBooks Online

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.

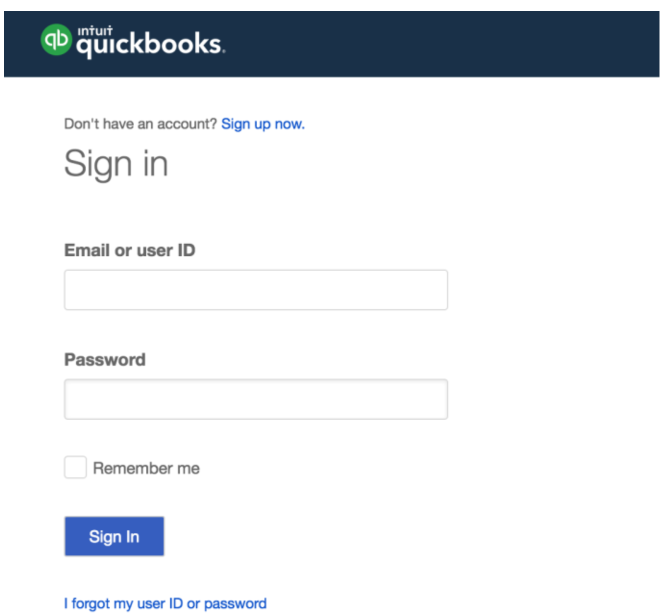


When you open your QuickBooks Online configuration you’ll notice the flash message “Your Default connection to QuickBooks Online has been lost. Please reconnect.” This message will be displayed whenever your Configurations connection fails to validate. QuickBooks Online requires connections to be re-established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

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

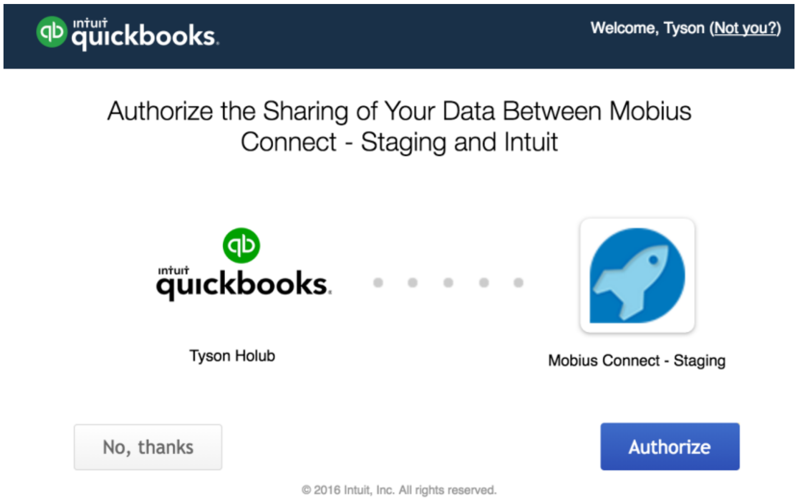


A “Welcome to Intuit App Center” window will pop-up for you to sign in to your QuickBooks Online account.

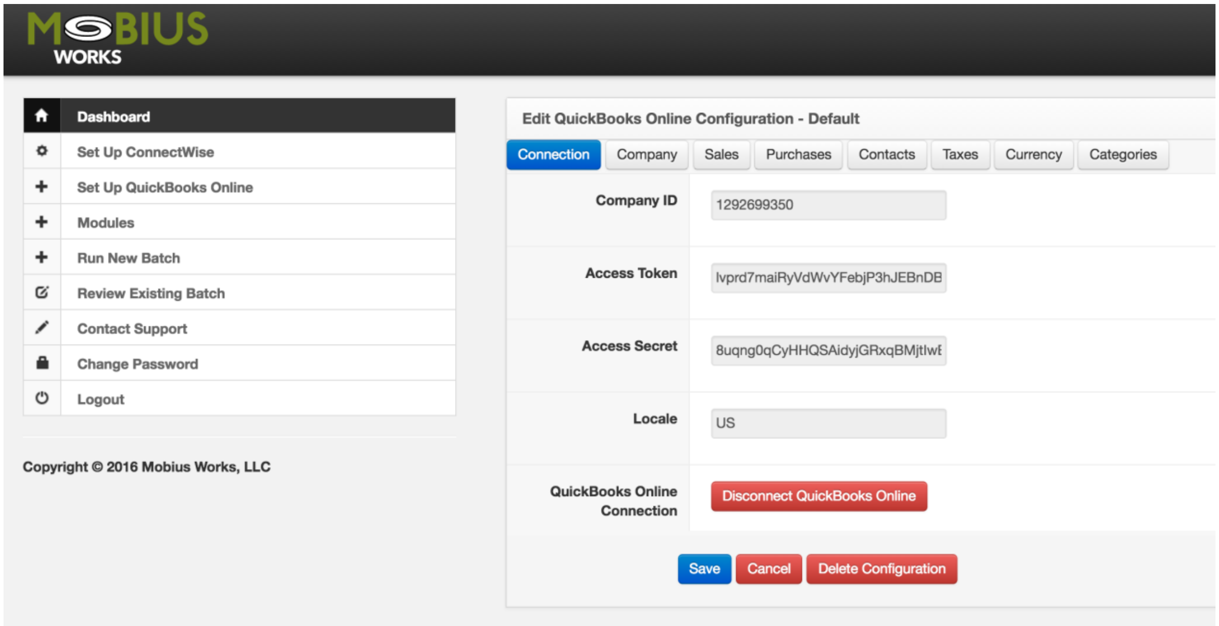


After sign in, click to select the QuickBooks Online Company for this configuration.

Finally, click to Authorize the Connection.



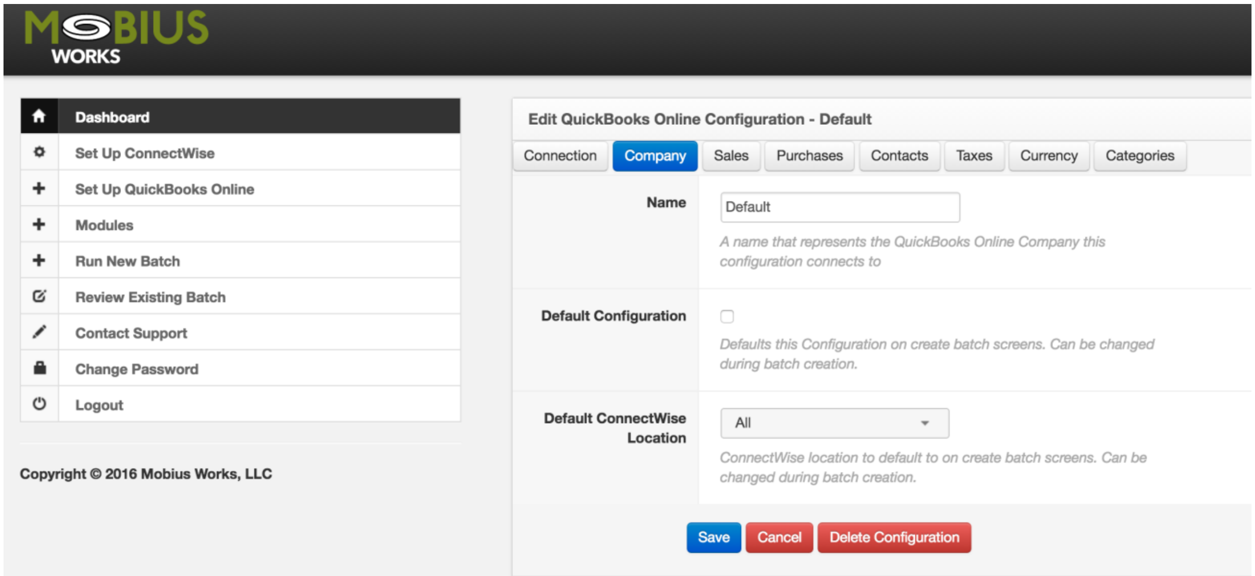
Upon a successful authorization, you will be redirected to the QuickBooks Online configuration where additional configuration options will now be available.



QuickBooks Online Configuration Options

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

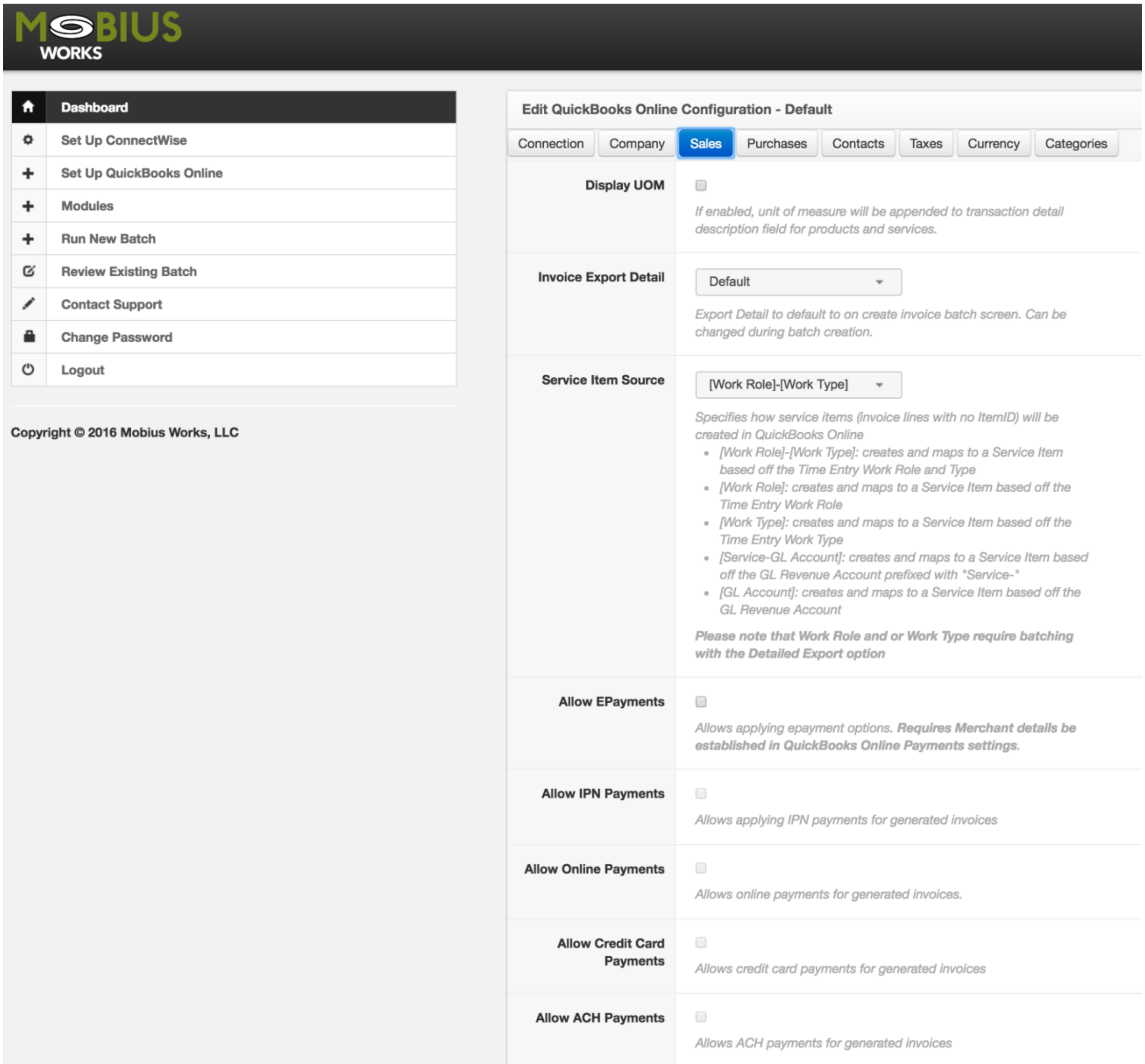
Company



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

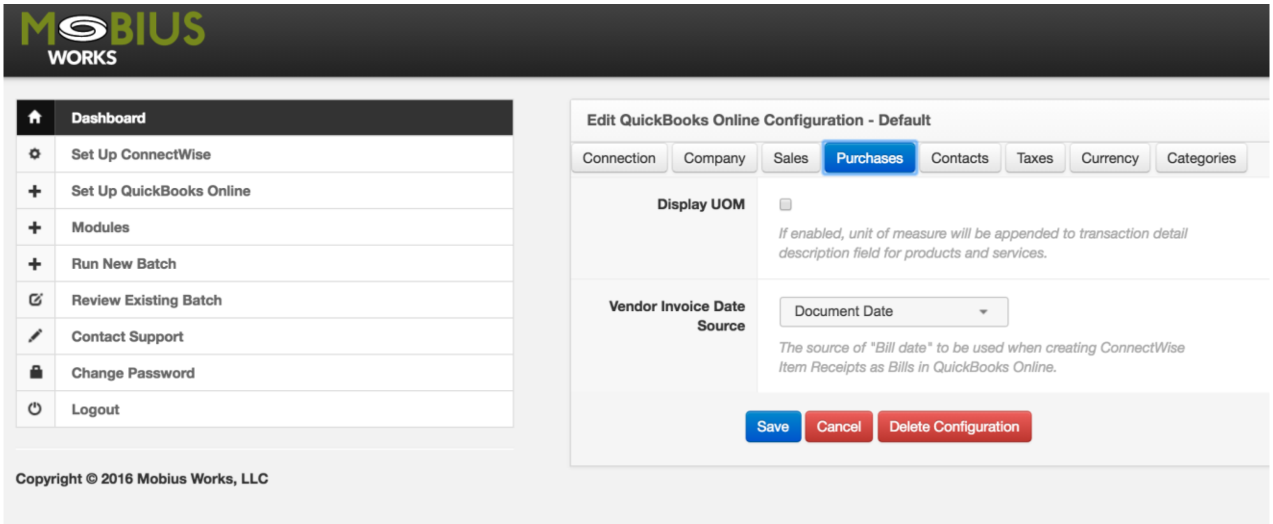


The Sales tab stores AR related options for transactions transferred into QuickBooks Online.

- **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.**

- **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.

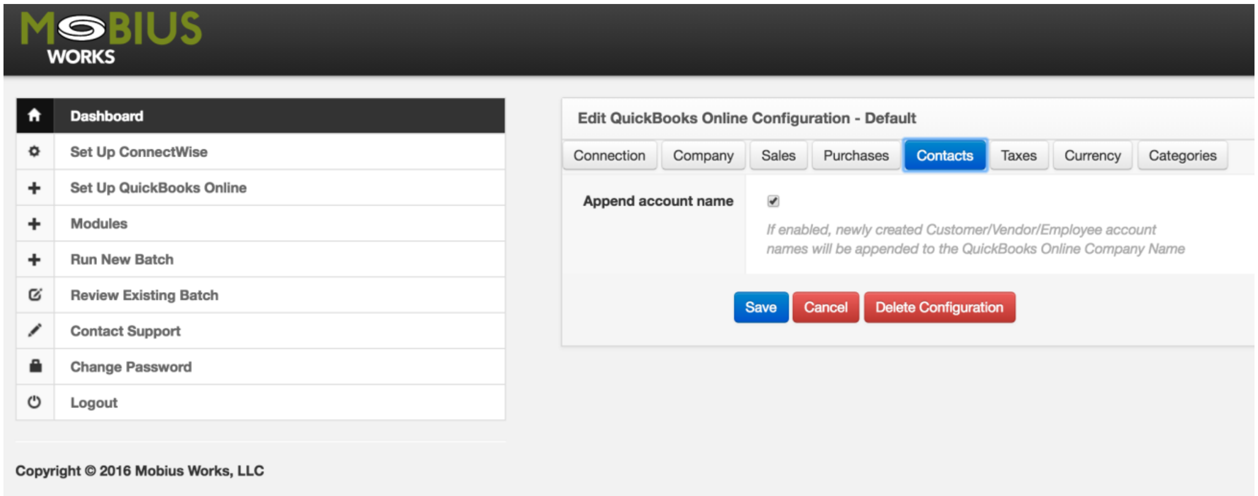
Purchases



The 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.

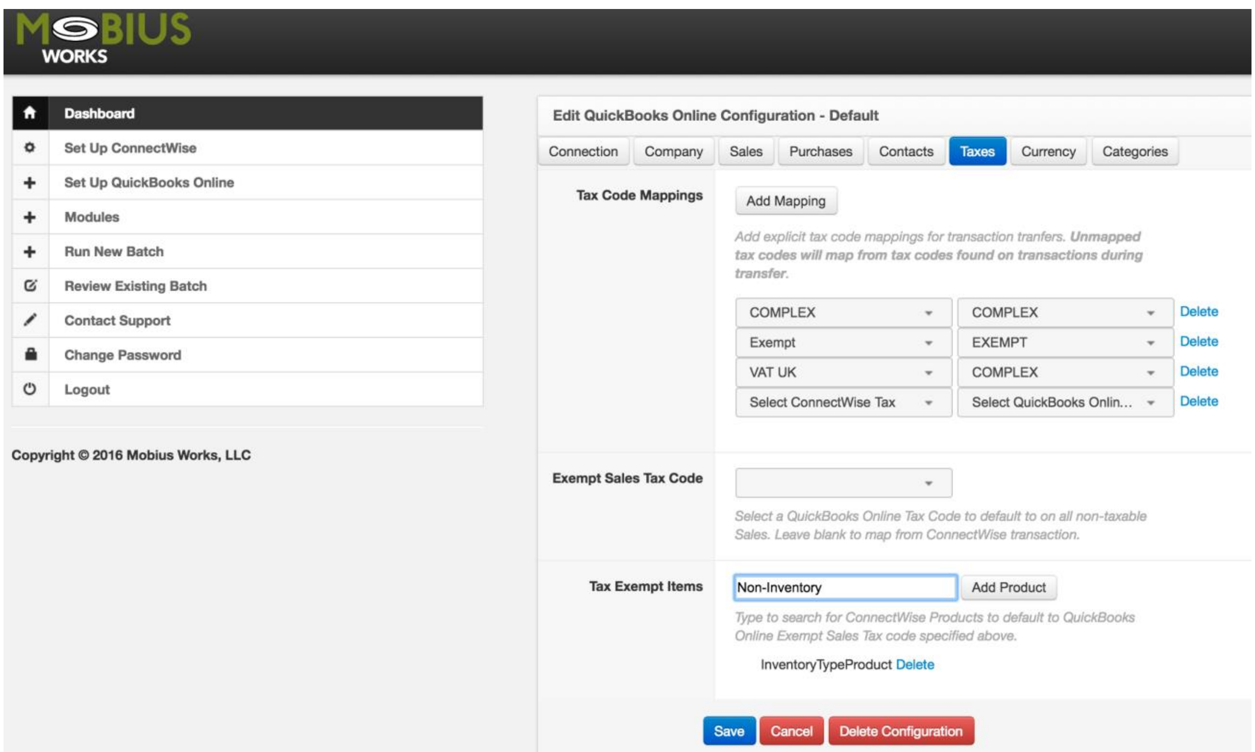
Contacts



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.**

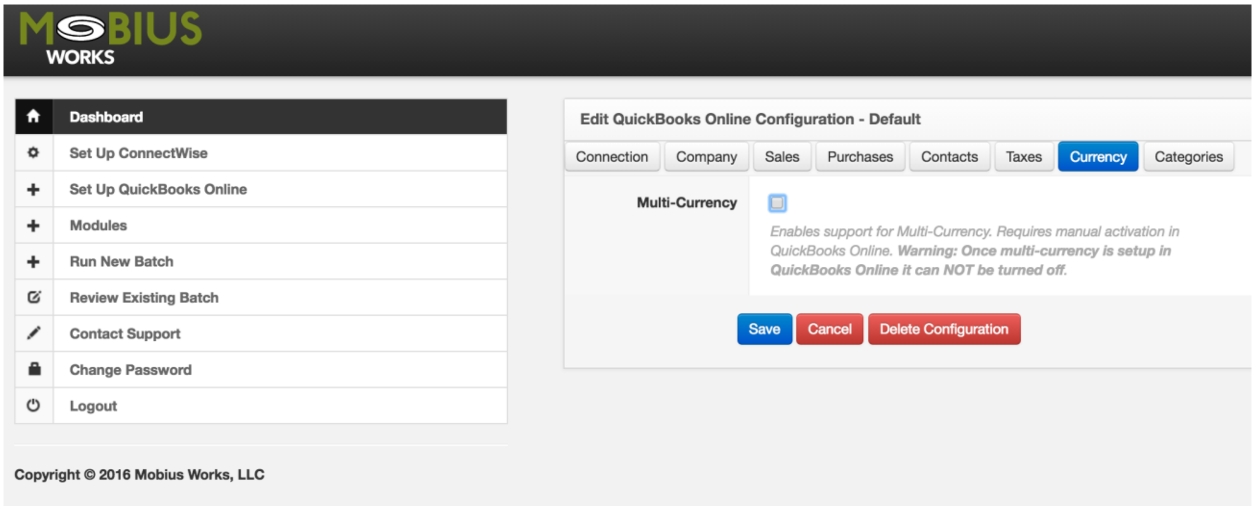
Taxes



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.**

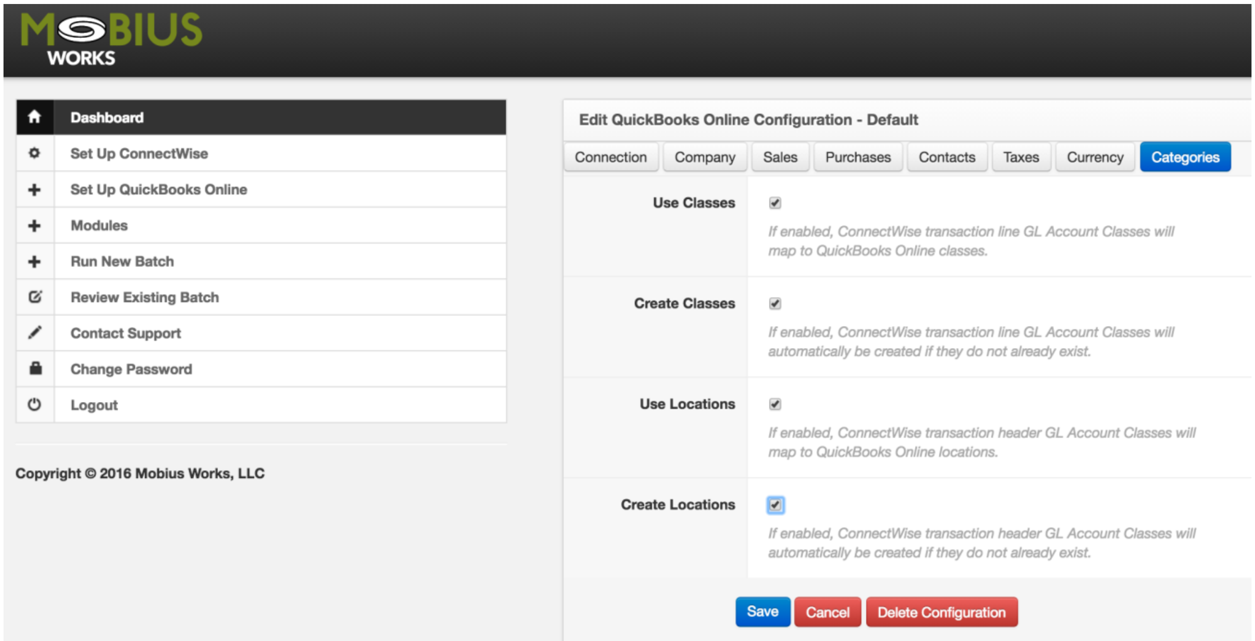
Currency



The 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 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.

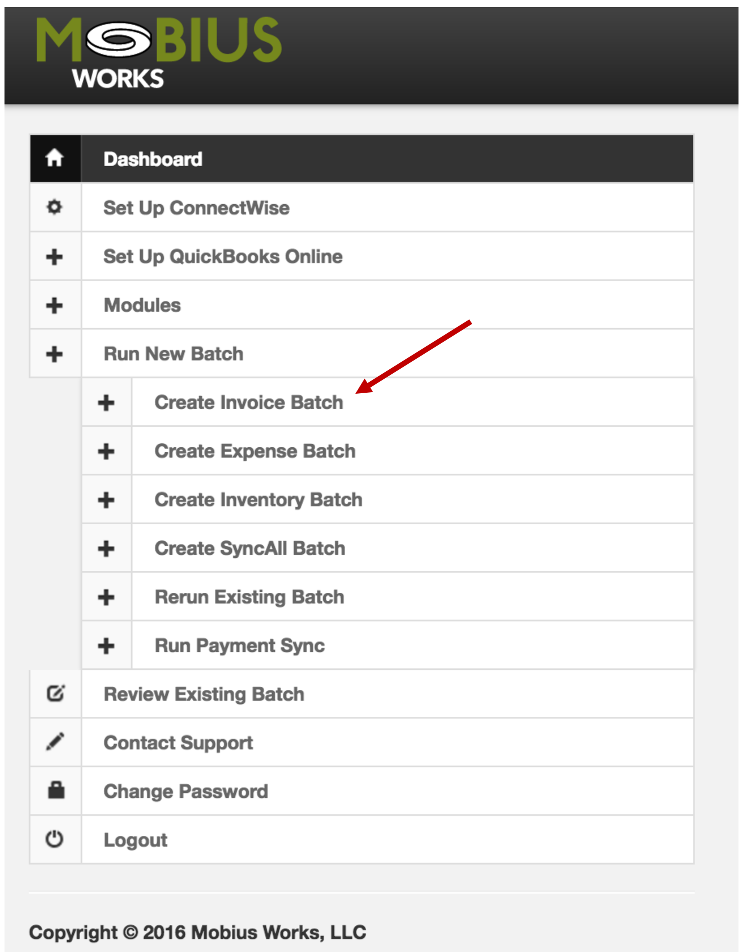
Modules

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!

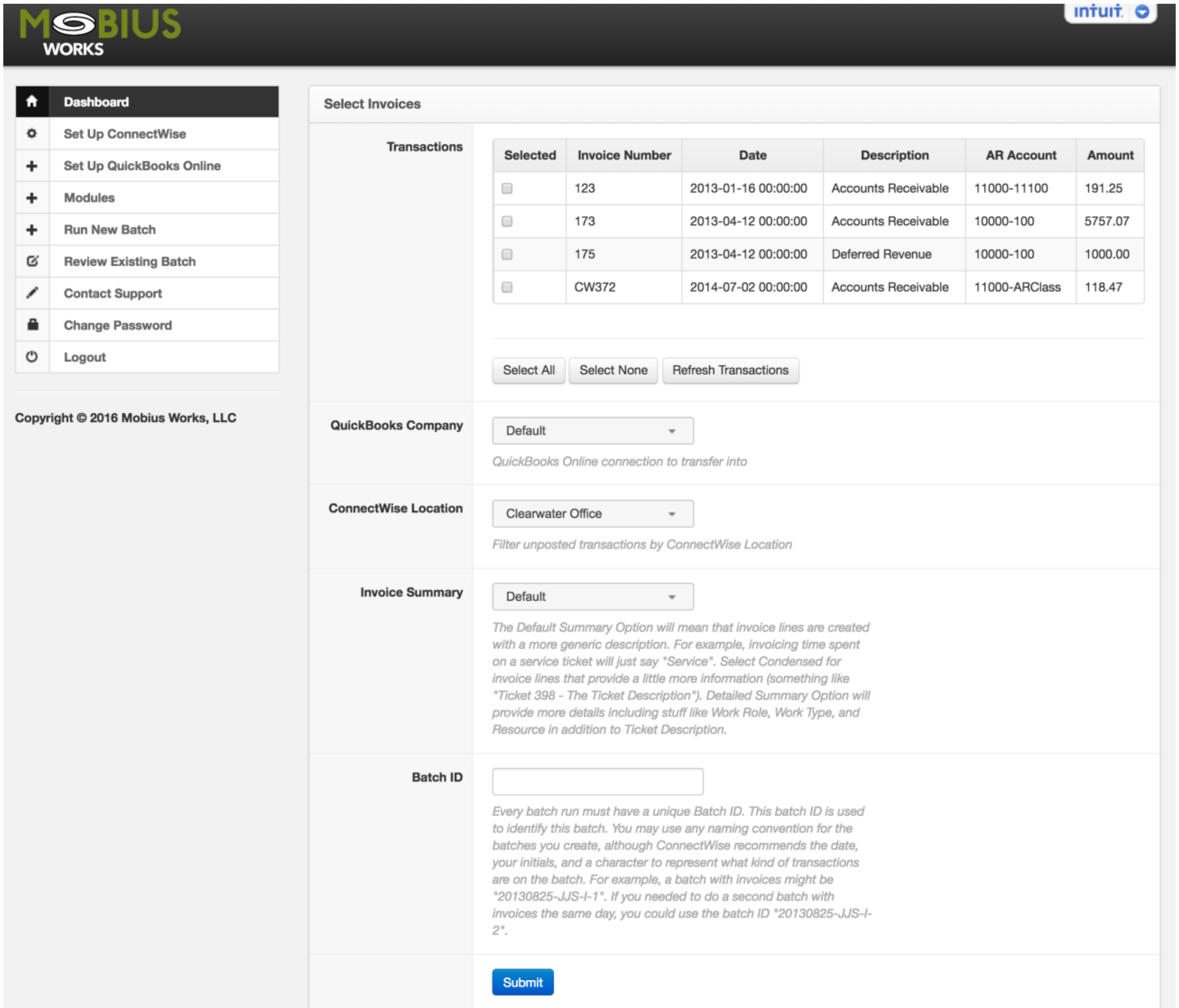
Running a New Batch

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”.

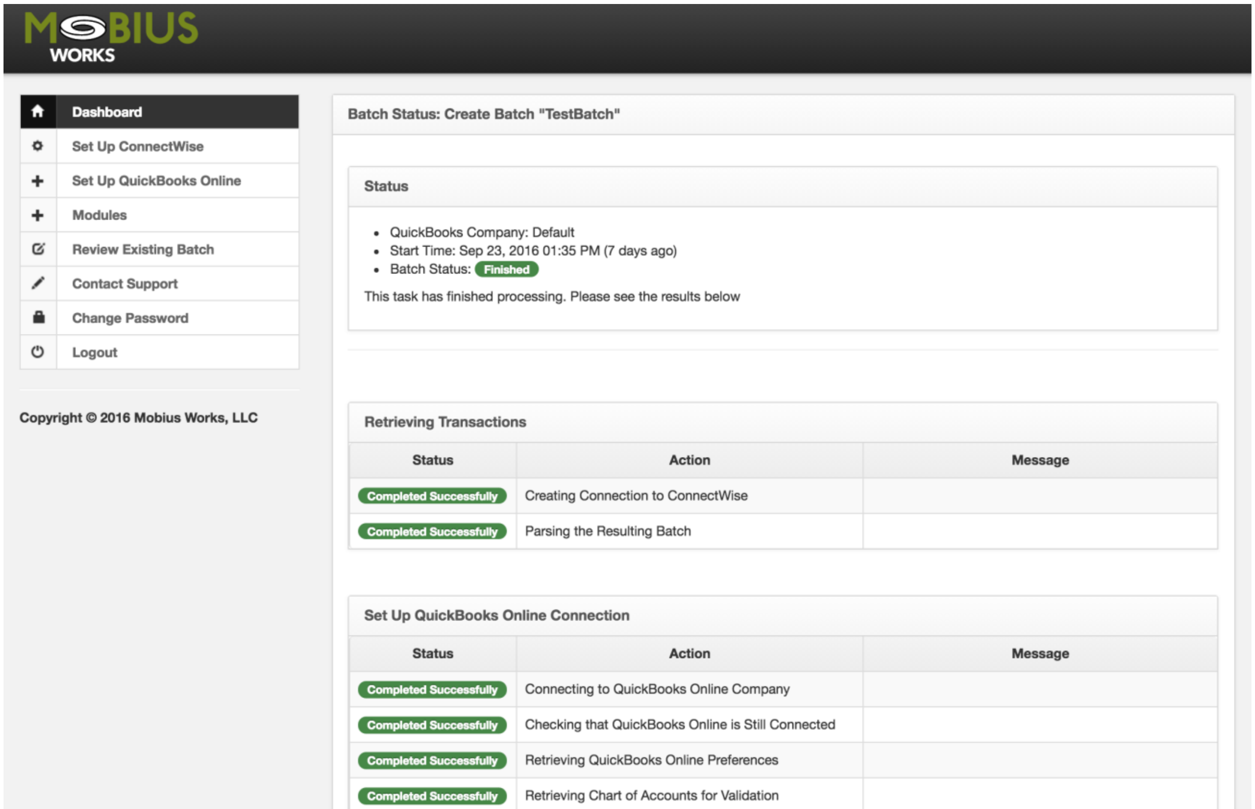


This will bring you to the “Select Invoices” screen.



- **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.

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.



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".

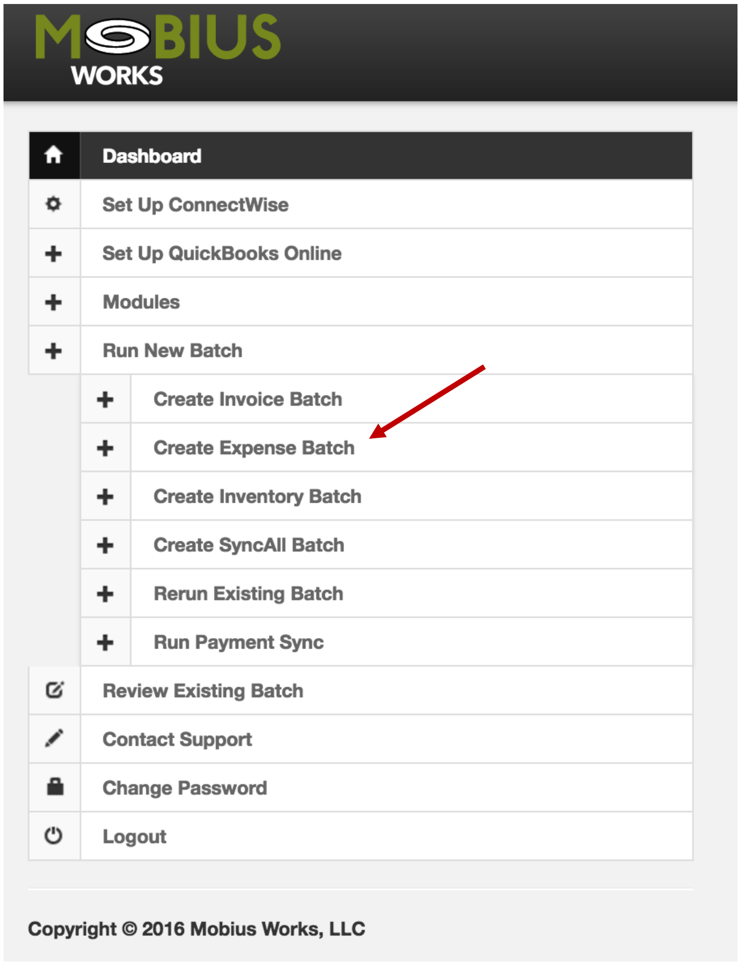
The last step is to ensure that none of the sections failed to make it through the transfer. If errors were found while attempting the transfer from Manage to QuickBooks Online, the status will be shown as "Failed" and will provide a brief message as to why the Action did not succeed.

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

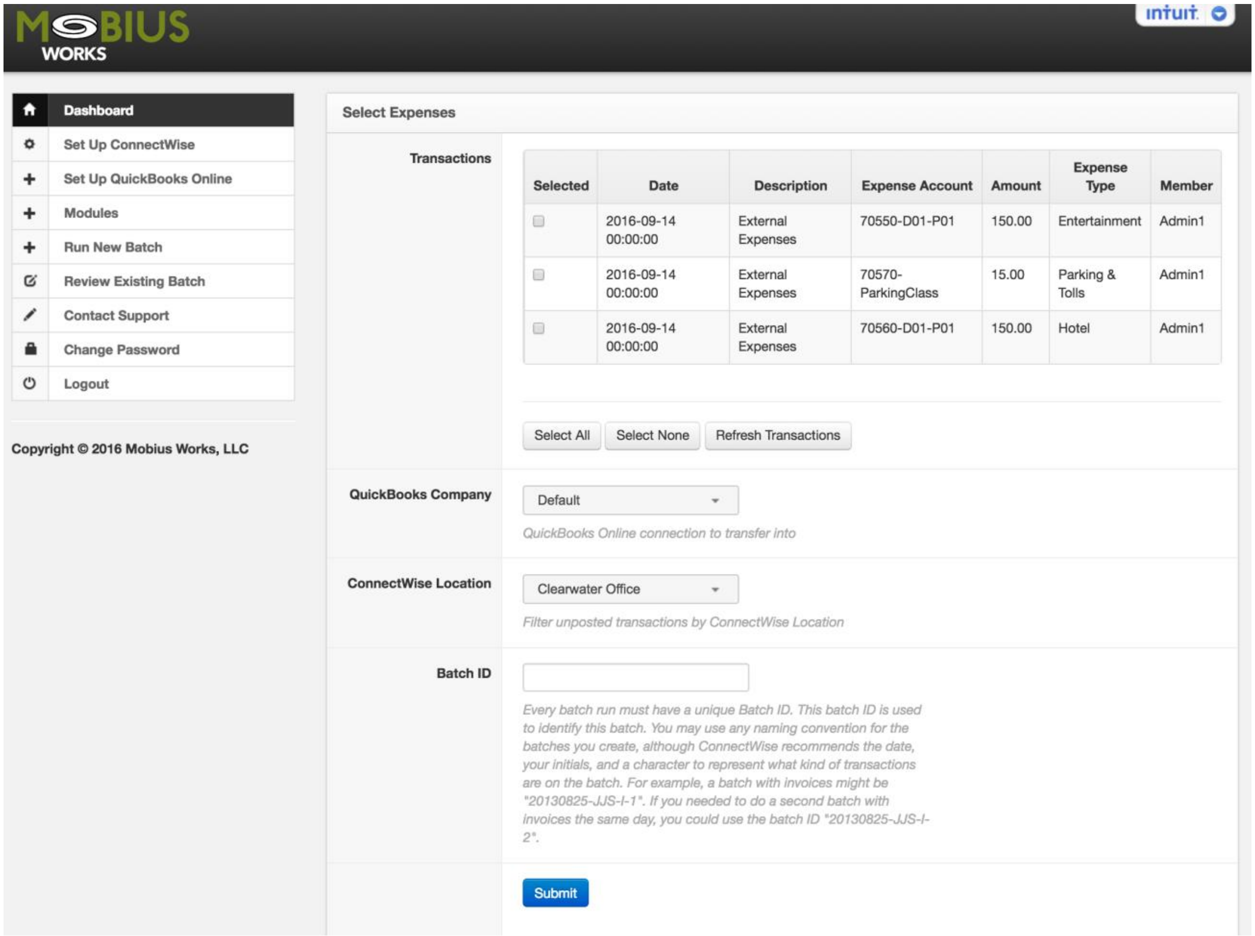
If any Actions appear to have failed then the issue causing the failure must be resolved, and the batch must be run again. If the error persists, or you need assistance resolving the issue please see Customer Support.

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”.

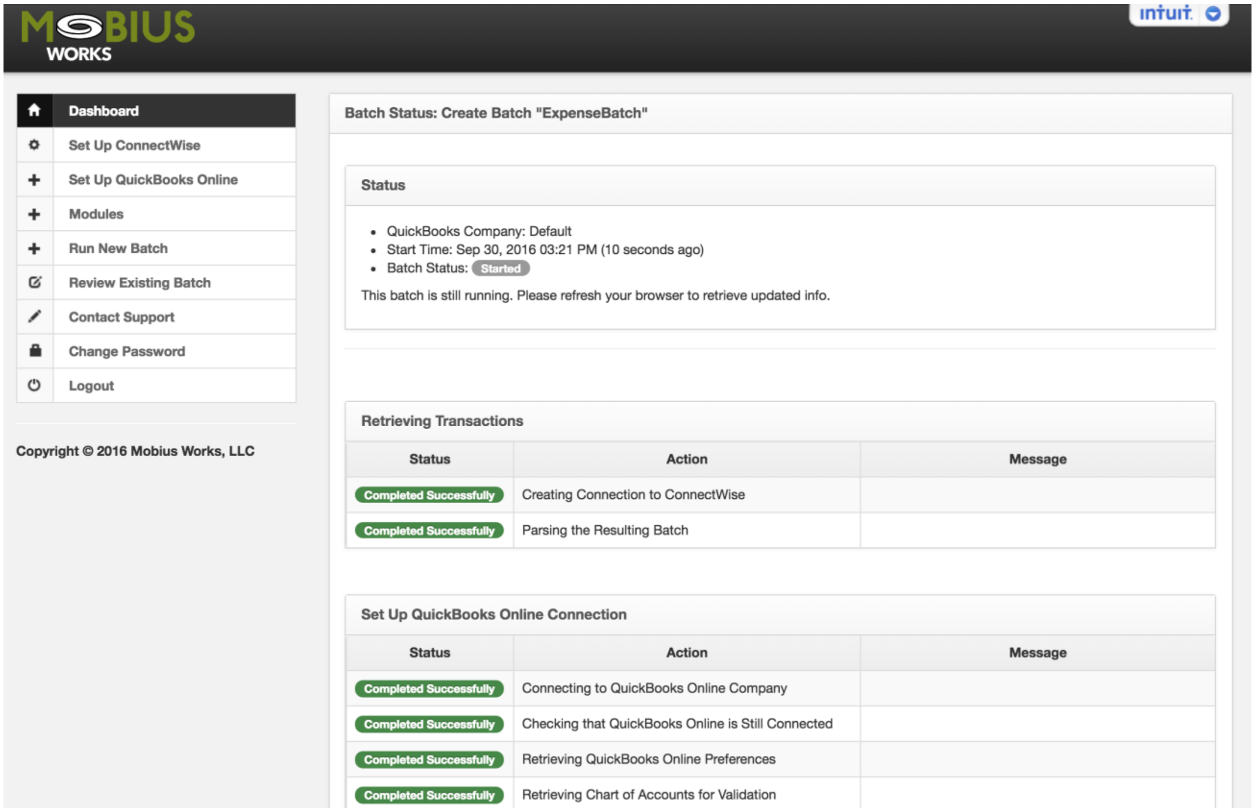


This should bring you to the “Select Expenses” screen.



- **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.

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.



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”.

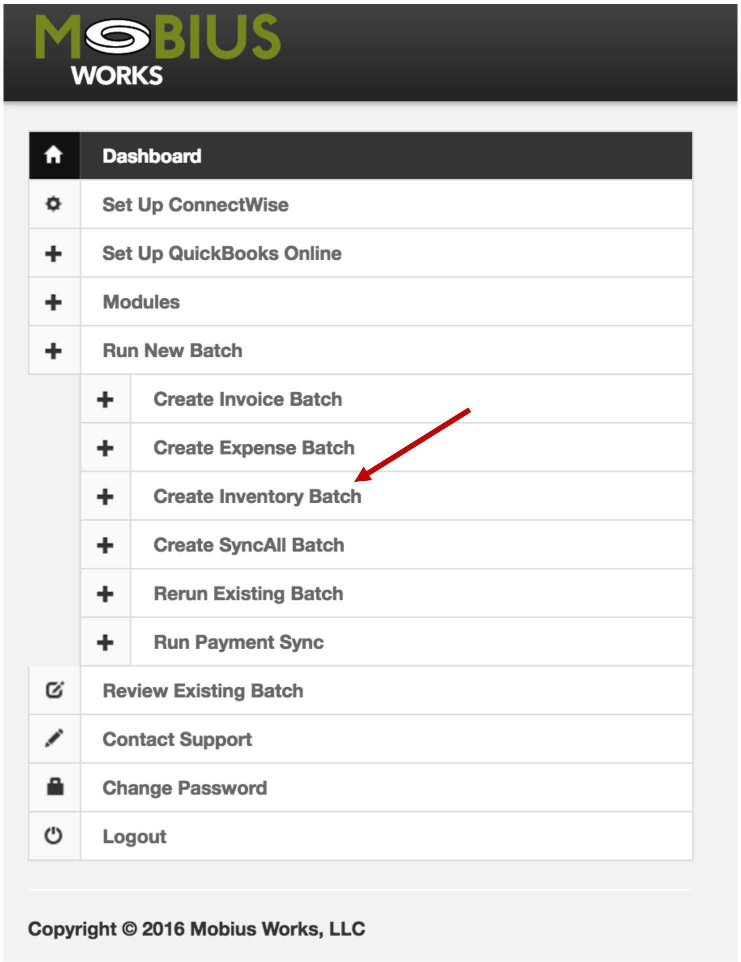
The last step is to ensure that none of the sections failed to make it through the transfer. If errors were found while attempting the transfer from Manage to QuickBooks Online, the status will be shown as “Failed” and will provide a brief message as to why the Action did not succeed.

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.

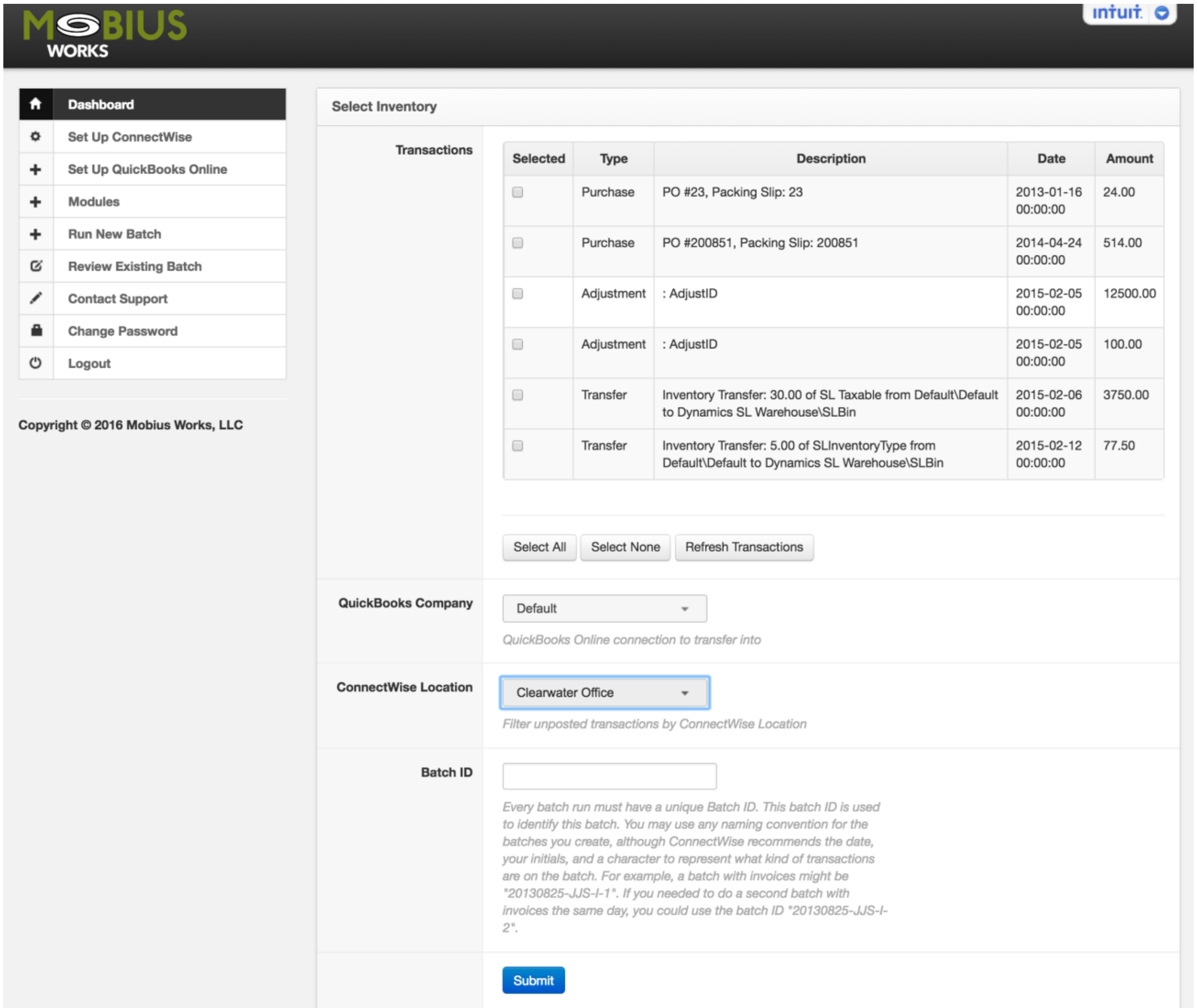
If any Actions appear to have failed then the issue causing the failure must be resolved, and the batch must be run again. If the error persists, or you need assistance resolving the issue please see [Customer Support](#).

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”.

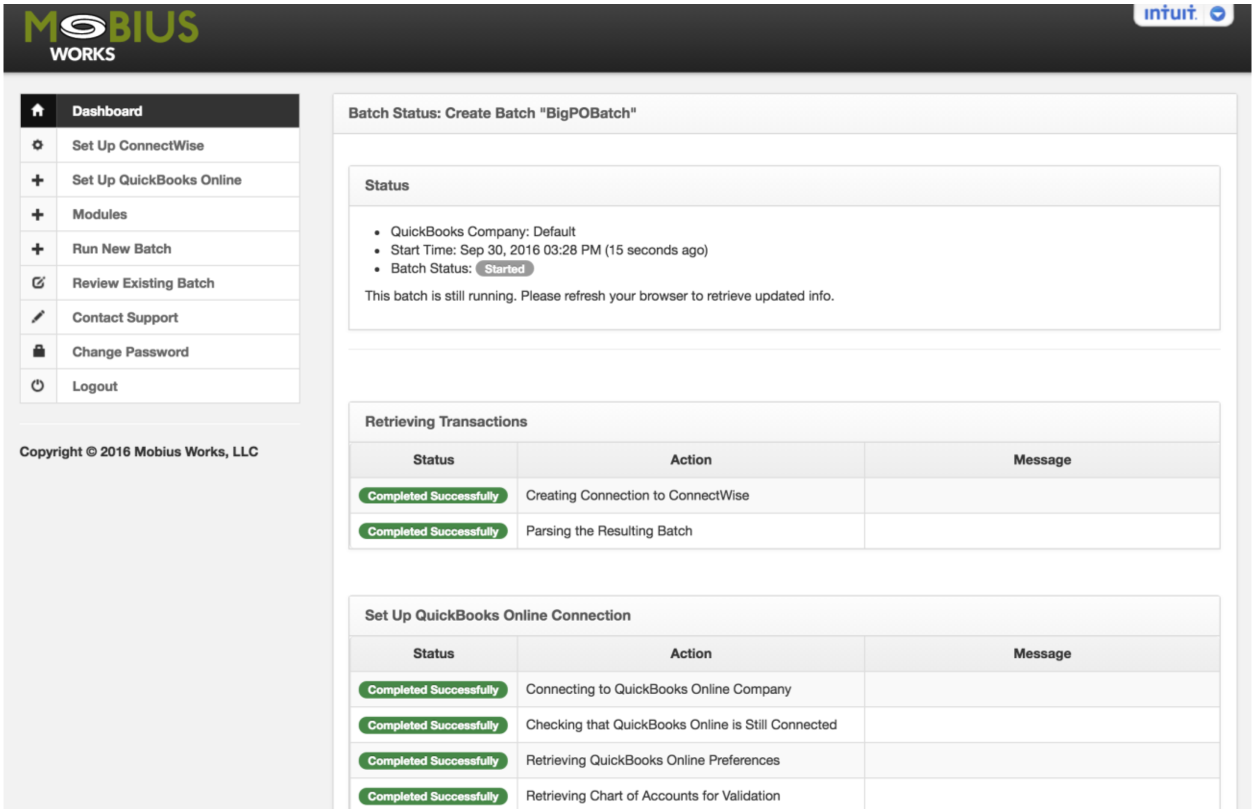


This should bring you to the “Select Inventory” screen.



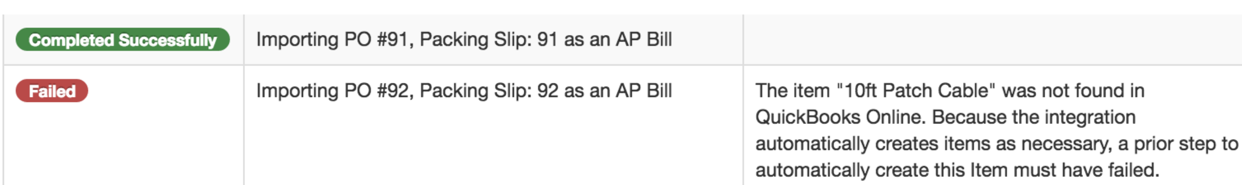
- **Transactions:** Select the transactions to transfer in the Batch.
- **QuickBooks Company:** Select the QuickBooks Online company to transfer into. Mobius Connect will set your Default QuickBooks Online configuration when this page loads. **Changing the QuickBooks Online Company will update Manage 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.

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.

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

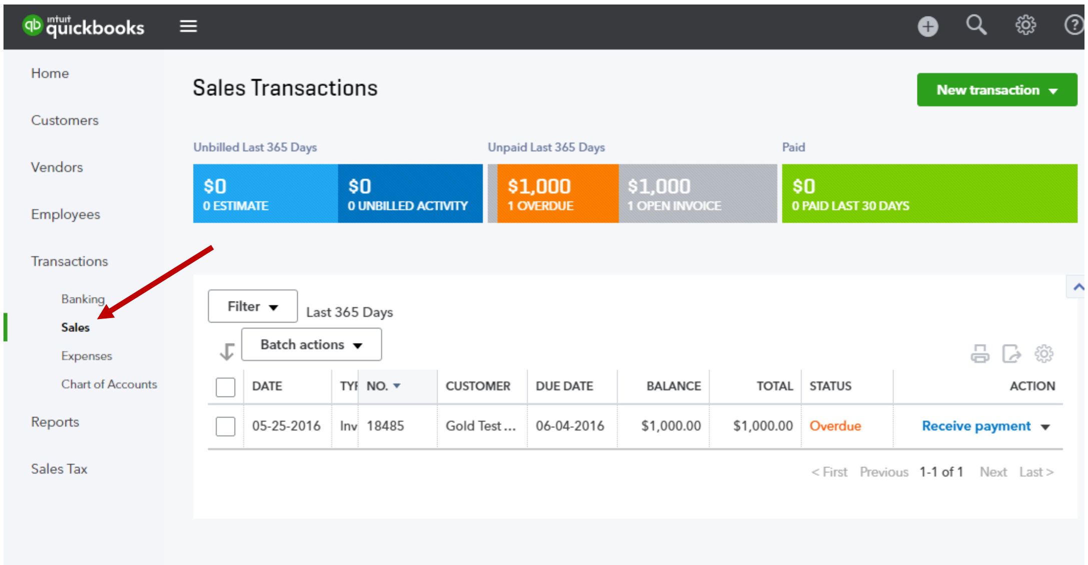
Although Mobius Connect performs a number of validations (such as checking to make sure that an account specified on a transaction is an account in QuickBooks Online), it is a good idea to check some of the data to ensure that things have worked reliably.

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

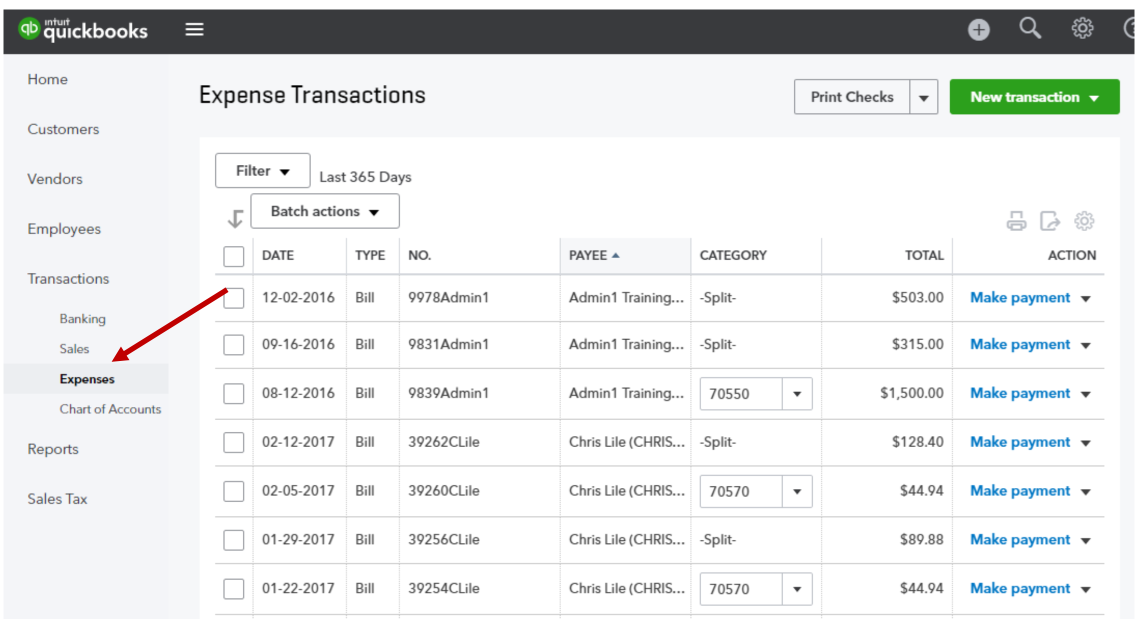
Invoices

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



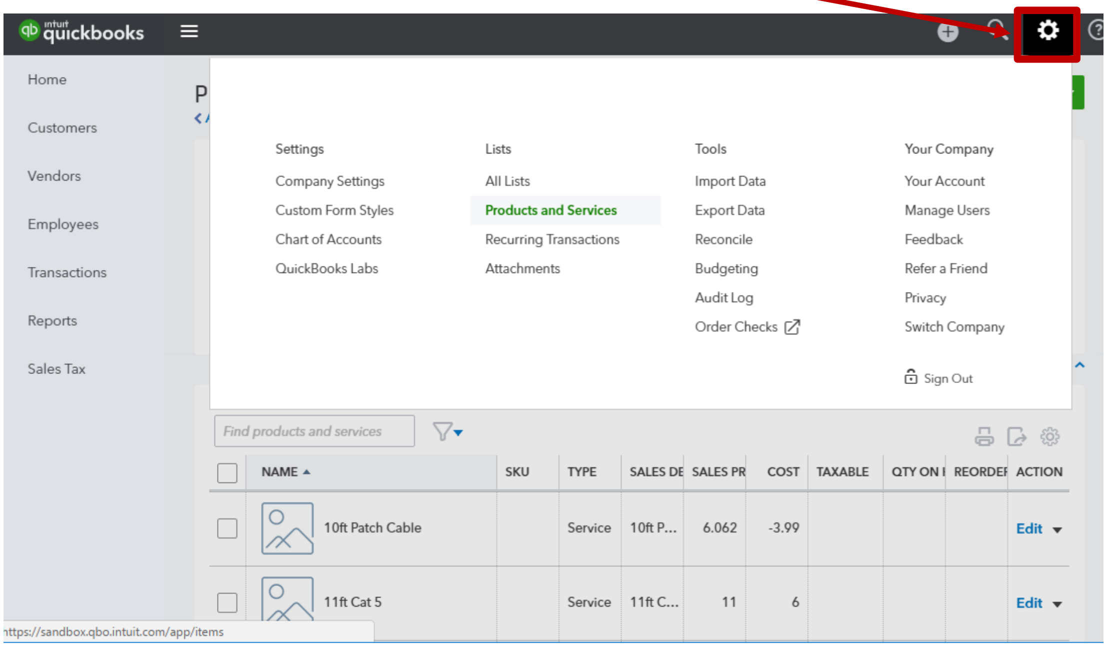
Expenses

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



Item Receipts

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

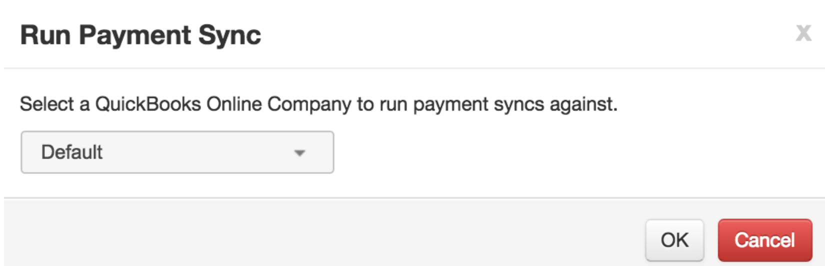


Synchronizing Invoice Payments

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.

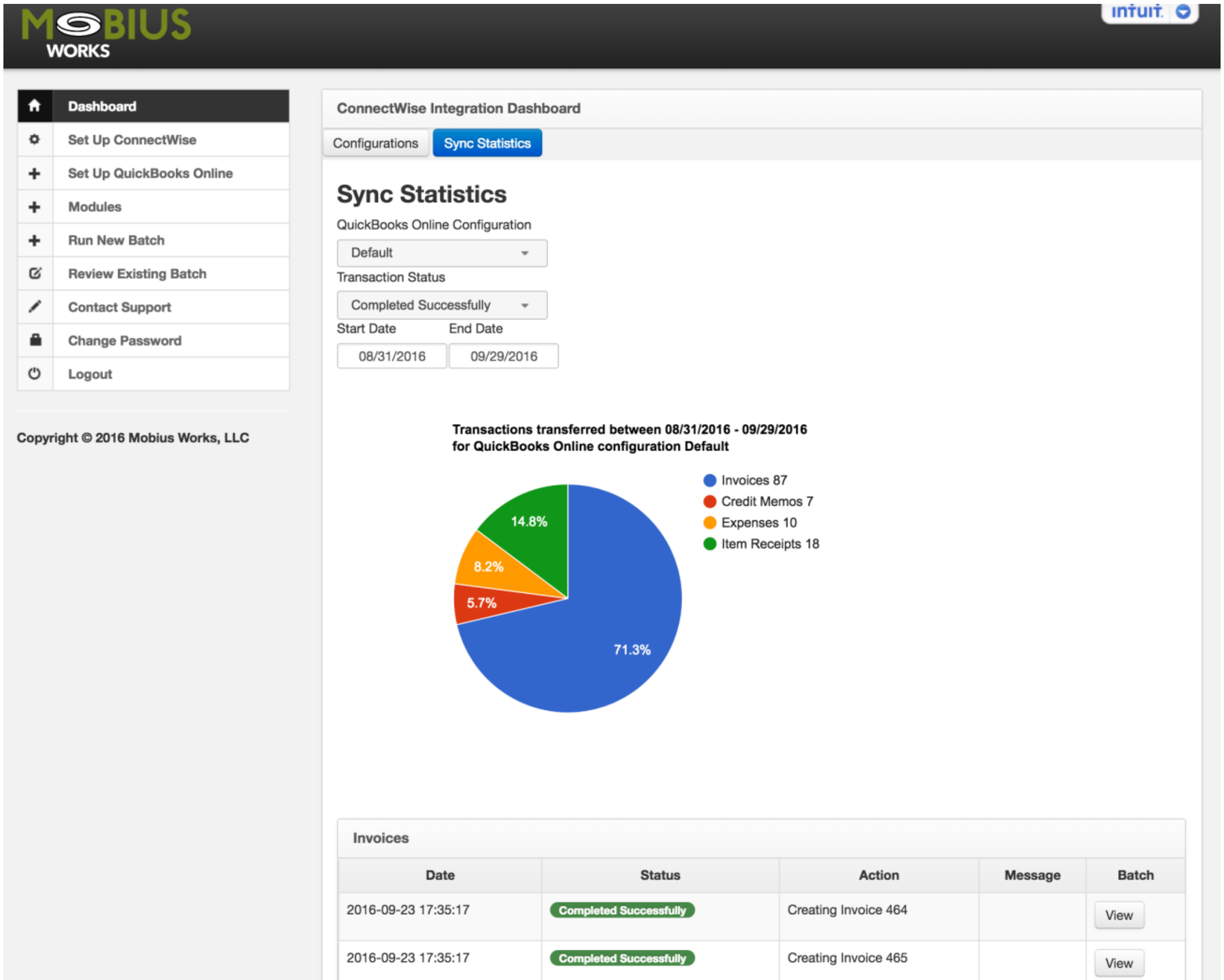
You can view these results in Manage "Invoice Search" screen, by accessing *Finance > Invoice Search*. Each invoice will have a "Paid Amount" and "Date Paid" field. Note that the "Date Paid" field will only be filled with a date if the invoice was paid in full.

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.



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.

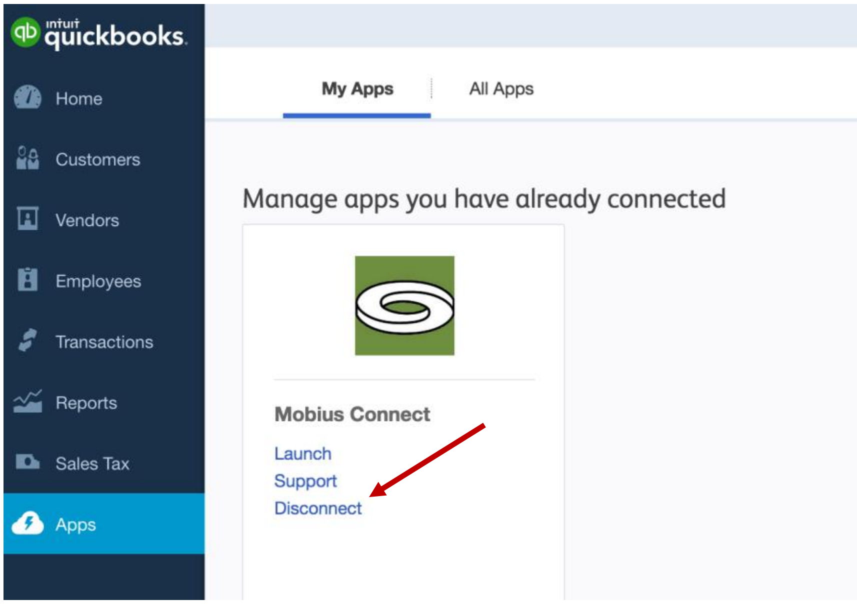


Select a QuickBooks Online Configuration, Transaction Status, and Start/End Date to update the results. Click on a type of transaction on the chart to review all the Actions for that type. Click the View button on the Batch Column to jump into the Review Existing Batch for the batch that contains the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

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.

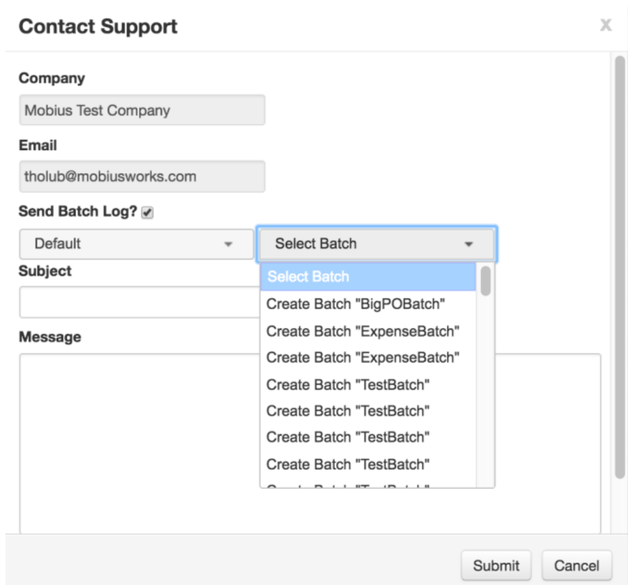
In the event that Mobius Connect has been disconnected from QuickBooks Online, but Intuit has not fully registered the disconnect, a manual disconnect can be made from QuickBooks Online on the Apps page by clicking the Disconnect link under the Mobius Connect App.



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.