QuickBooks Integration

Setup Guide

Document Details

Document #: 160_QBSG_260522

System Requirements

- CES Version 11.00.00.xx or higher
- QuickBooks QBO
- Crunchtime Cloud-hosted customers (not currently available for cruise or self-hosted customers)

Download the latest version of this document here:
https://links.crunchtime.com/SG-QuickBooksIntegrationSetup

… or scan the QR code to the left.

Related User Group Permissions

Screen Name	Control Name	Description
Company	Add/Delete/Save	Add information to the Company detail screen, delete non-required information, and make changes to the screen.
Company	Update Secret User Defined Attributes	Edit entries for “Secret” Company User Defined Attributes.
Location Details	Add/Delete/Save	Add, delete, or make and save changes to Location details.
Location Details	Update Secret User Defined Attributes	Edit entries for “Secret” Location User Defined Attributes.
Vendor Details	Add/Delete/Save	Add information to the Vendor Details screen, delete non-required information, and make changes to the screen.
General Ledger	Add/Delete/Save	Add, delete, or make and save changes to GL accounts.
Event Scheduling	Add/Delete/Save	Enables this screen on the Interfaces menu. Allows users to Add, delete, or update a scheduled event.
Menu Options	Export	Enables the Outbound Integrations screen on the Interfaces menu. Allows users to add an export event or download the exported file.
Exports	Undo	Undo exported files from the Outbound Integrations screen.
Export Mapping	Sales - Edit	Allows users to edit Sales mapping entries.

Related Documentation

- Schedule an Export: https://links.crunchtime.com/EMQS-ScheduleAnExport

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QuickBooks Integration

Introduction

Overview

Crunchtime has developed API Integration between the Crunchtime platform and QuickBooks Online. This integration will push Accounts Payable (invoices/vendors), Inventory changes, Location Transfers and Sales data, all at the GL level, into QuickBooks Online.

Important: Crunchtime only supports a 1:1 relationship with QuickBooks. This means we can only connect a single instance of Enterprise Manager to a single instance of QuickBooks. If you are using the Crunchtime Franchising module, each franchisee has their own single instance of Enterprise Manager.

Process

This guide will cover the following steps needed to set up the QuickBooks integration.

1. Configure the User Defined Attributes in Crunchtime.
2. Contact Crunchtime Support to request a Refresh Token & Test Connectivity. Only defined contacts can reach out to Crunchtime Support.
3. Verify Master Data Setup:
   - Match Locations between Crunchtime and QuickBooks.
   - Match GL Codes between Crunchtime and QuickBooks.
4. Verify AP Export Setup:
   - Match Vendors between Crunchtime and QuickBooks.
5. Verify Sales Export Setup:
   - If necessary, update Crunchtime General Ledger setup.
   - [Optional] Define an additional Company and Location UDA.
   - [Optional] Configure the Sales Export Mapping & General Preferences.
6. Define the scheduled exports and verify the files were exported & received successfully.
7. Troubleshoot and Undo failed files.

At the end of the document, there is also a list of optional User Defined Attributes available in Crunchtime.

Use Cases & Data Flow (Crunchtime to QuickBooks, GL Level)

- *Accounts Payable (Reconciled Invoices)* – Vendor Orders, Vendor Returns, and Purchase By Invoice (PBI) transactions.
- *Daily Sales (Summary level)* – Journal Entry to capture the reconciliation of Sales by Location/GL Account (Net Sales to Cash including Over/Shorts).
- *Location Transfers (Inventory Changes)* – Journal Entry to capture transfers from one physical Location to another.
- *Period Ending Inventory Deltas* – Inventory Delta values for a specified Post Period.

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QuickBooks Integration

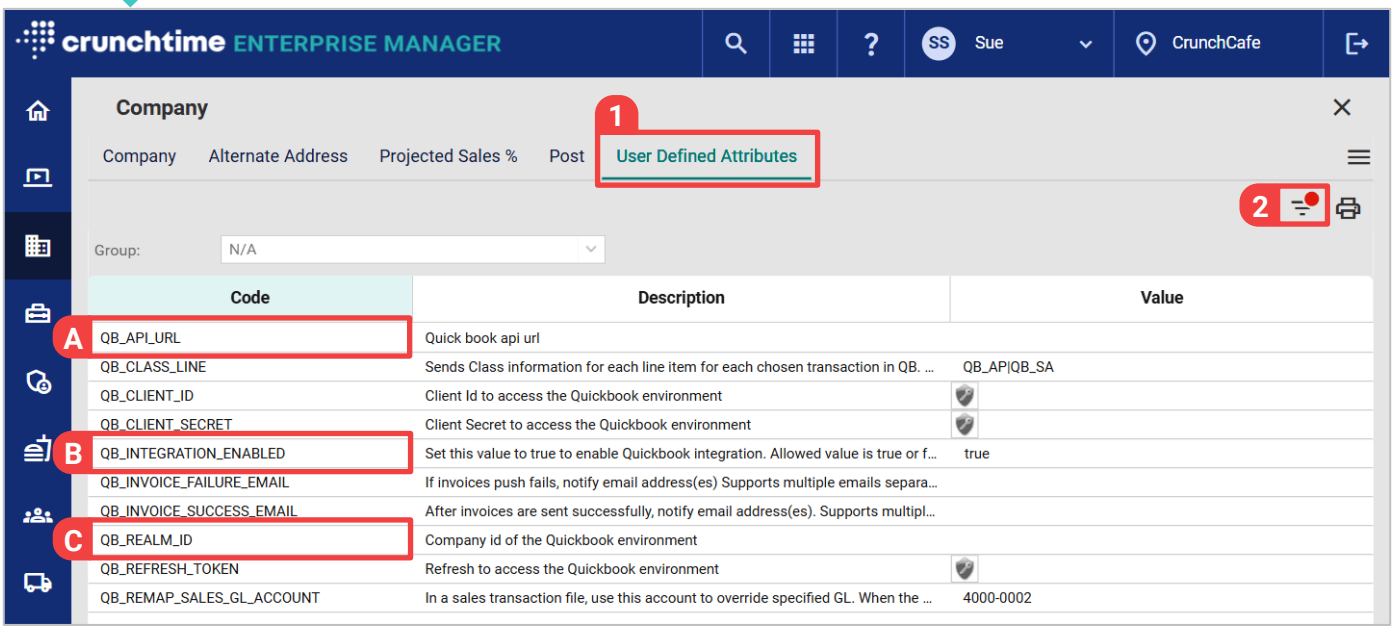
Configure User Defined Attributes

Overview

A User Defined Attribute (UDA) is a manually entered value used to configure attributes that don't exist natively within the Crunchtime application but may need to be referenced for your integration with QuickBooks Online. These settings are first configured at the Company level and then some may be further configured at the Location level if necessary.

Company UDAs

Enterprise Manager > Corporate: Company > User Defined Attributes



1. Choose the *User Defined Attributes* tab.
2. Use the *Filters* to locate UDAs with "Code" = 'QB'. This will display only attributes related to the QuickBooks integration.
3. The values for following UDAs (outlined above) are crucial for the integration between Crunchtime and QuickBooks to function.
   - **A** QB_API_URL – Enter the URL for the apporpriate QuickBooks environment:
     - UAT: https://sandbox-quickbooks.api.intuit.com/v3/company/
     - PROD: https://quickbooks.api.intuit.com/v3/company/
   - **B** QB_INTEGRATION_ENABLED – Set this value to 'true' to enable QuickBooks integration.
   - **C** QB_REALM_ID – Follow the steps on the next page to obtained your Company ID from QuickBooks and enter it here.

Note: The QB_CLIENT_ID and QB_CLIENT_SECRET attributes are pre-populated by Crunchtime.

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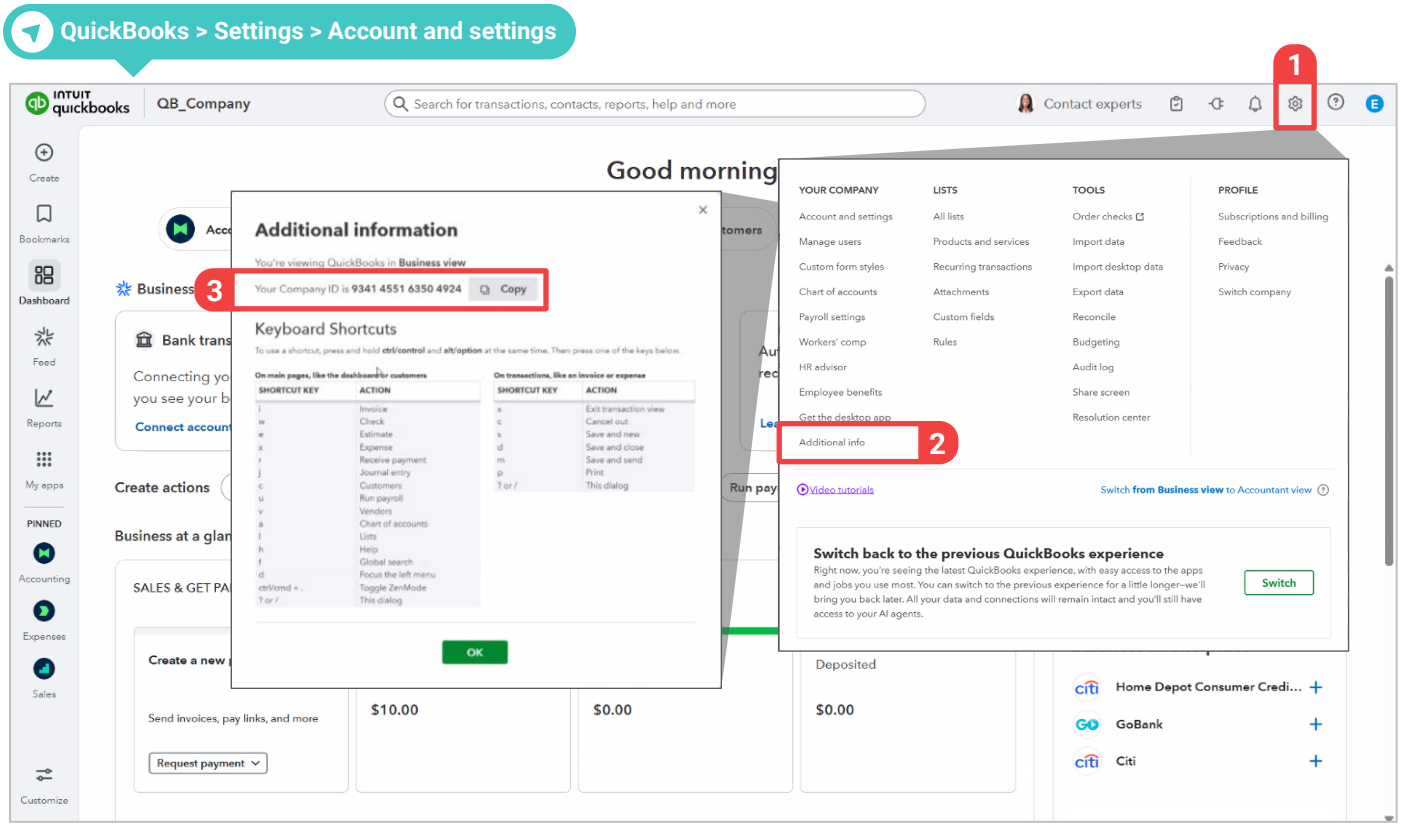
QuickBooks Integration

Configure User Defined Attributes (Continued)

Obtain the QuickBooks Company ID



1. From the QuickBooks main screen, select the *Settings* (Gear) icon.
2. Under "Your Company", select *Additional info*.
3. Copy the *Company ID* value and paste it as the **QB_Realm_ID** under the Company User Defined Attributes in Enterprise Manager.

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QuickBooks Integration

Contact Crunchtime Support

Overview

Once you have configured the User Defined Attributes noted on the previous pages, you need to contact Crunchtime Support to request a Refresh Token and a test of the connectivity between the two systems.

Reminder: Only defined contacts can reach out to Crunchtime Support. If you are a Franchisee, please be sure to have your Corporate approved contact reach out on your behalf, with you CC'd.

Sample Support Ticket Text

"Greetings Crunchtime Support,

We are working on our Quickbooks - QBO integration and have completed the following required UDAs:

- QB_API_URL
- QB_INTEGRATION_ENABLED
- QB_REALM_ID

Here is our site name (*sample site*): https://xxx-net-chef.com/

Please generate a Refresh Token and test our connectivity.

Thank you."

Results

Crunchtime will schedule a live call with the customer, during which the token will be generated and the connectivity will be tested, to confirm that the connection is successful.

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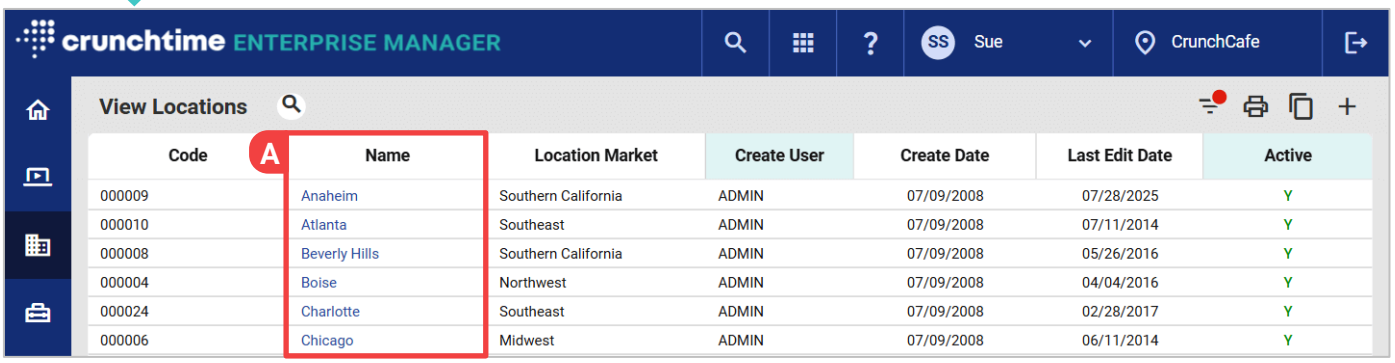
QuickBooks Integration

Master Data Setup

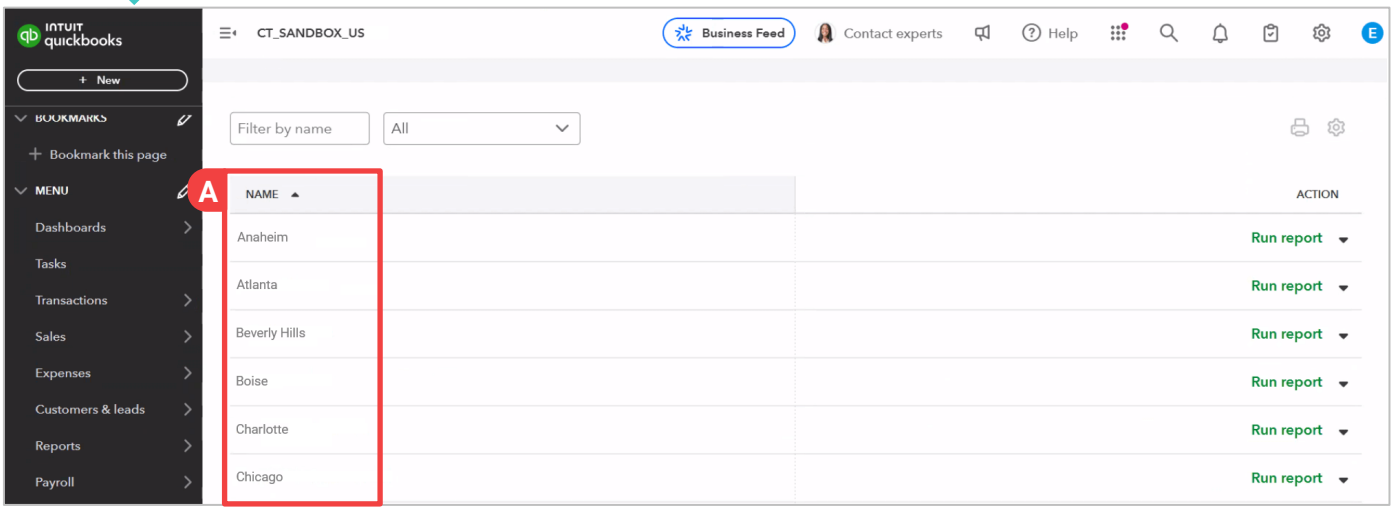
Locations and GL Codes defined in Crunchtime must be matched against corresponding entries in QuickBooks before running any integration processes.

Match Locations

Enterprise Manager > Corporate: Locations



QuickBooks > Settings (Gear icon): All Lists > Locations



A Verify that the *Name* of the locations in Crunchtime and QuickBooks match exactly.

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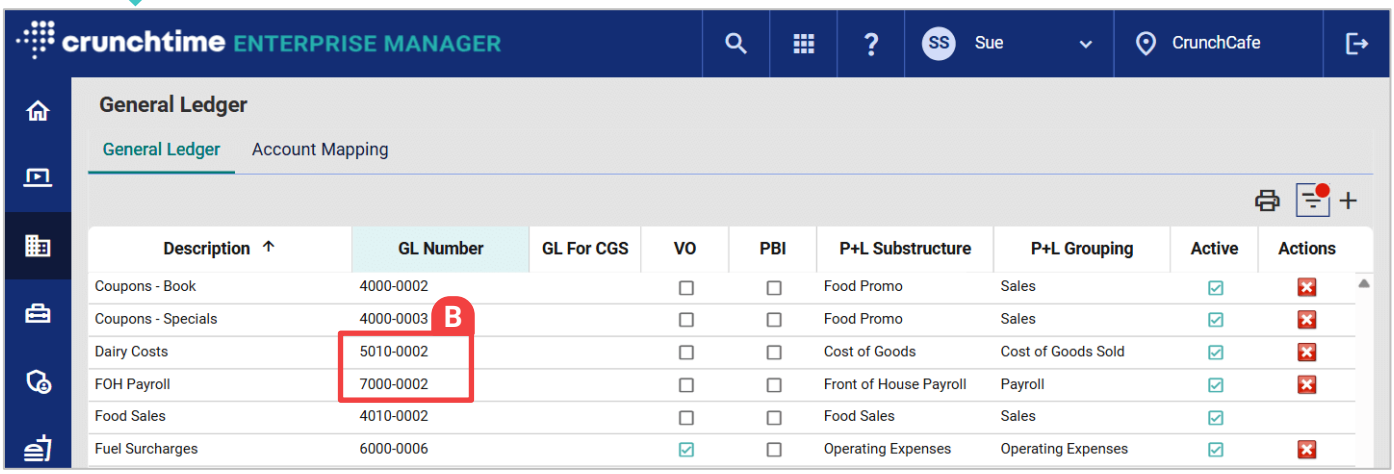
QuickBooks Integration

Master Data Setup (Continued)

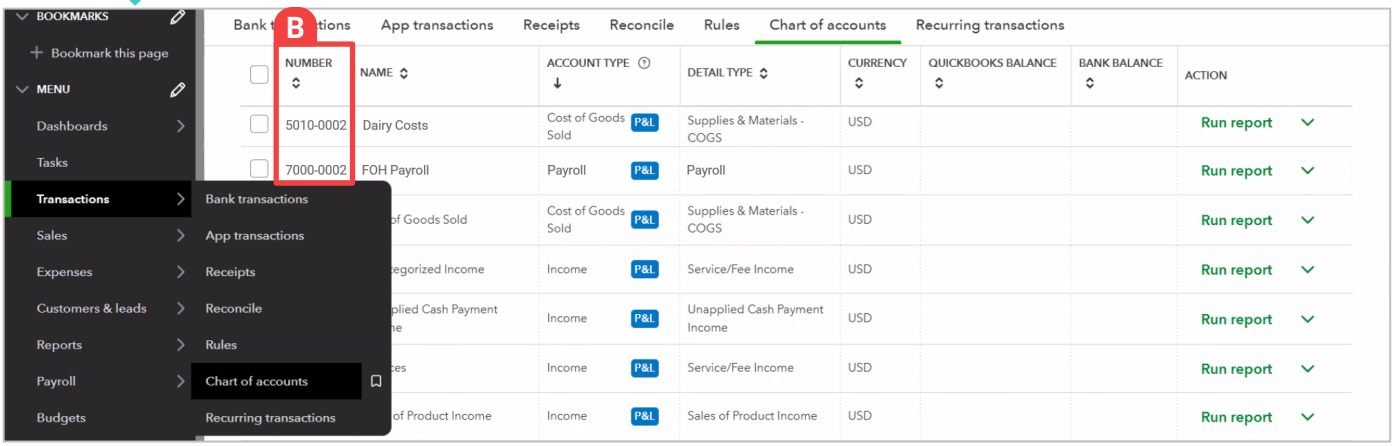
Match GL Accounts

Enterprise Manager > Corporate: General Ledger



Description	GL Number	GL For CGS	VO	PBI	P+L Substructure	P+L Grouping	Active	Actions
Coupons - Book	4000-0002		☐	☐	Food Promo	Sales	☑	✖
Coupons - Specials	4000-0003		☐	☐	Food Promo	Sales	☑	✖
Dairy Costs	5010-0002		☐	☐	Cost of Goods	Cost of Goods Sold	☑	✖
FOH Payroll	7000-0002		☐	☐	Front of House Payroll	Payroll	☑	✖
Food Sales	4010-0002		☐	☐	Food Sales	Sales	☑	
Fuel Surcharges	6000-0006		☑	☐	Operating Expenses	Operating Expenses	☑	✖

QuickBooks > Transactions: Chart of Accounts



NUMBER	NAME	ACCOUNT TYPE	DETAIL TYPE	CURRENCY	QUICKBOOKS BALANCE	BANK BALANCE	ACTION
5010-0002	Dairy Costs	Cost of Goods Sold P&L	Supplies & Materials - COGS	USD			Run report
7000-0002	FOH Payroll	Payroll P&L	Payroll	USD			Run report
	of Goods Sold	Cost of Goods Sold P&L	Supplies & Materials - COGS	USD			Run report
	egorized Income	Income P&L	Service/Fee Income	USD			Run report
	plied Cash Payment	Income P&L	Unapplied Cash Payment Income	USD			Run report
	es	Income P&L	Service/Fee Income	USD			Run report
	of Product Income	Income P&L	Sales of Product Income	USD			Run report

B Verify that the *GL Number* of the accounts in Crunchtime and QuickBooks match exactly.

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QuickBooks Integration

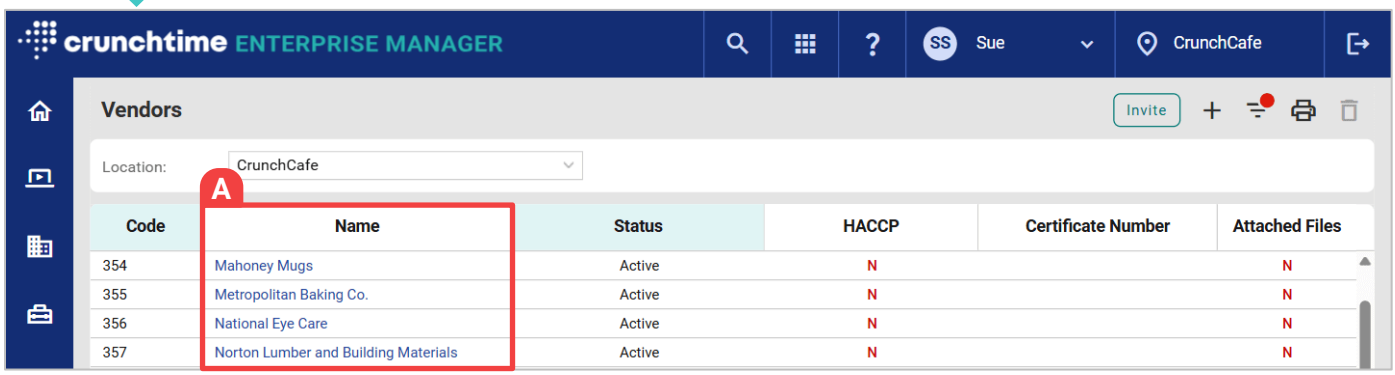
AP Export Setup

Note: If you do not export Accounts Payable data to QuickBooks, you can skip this page.

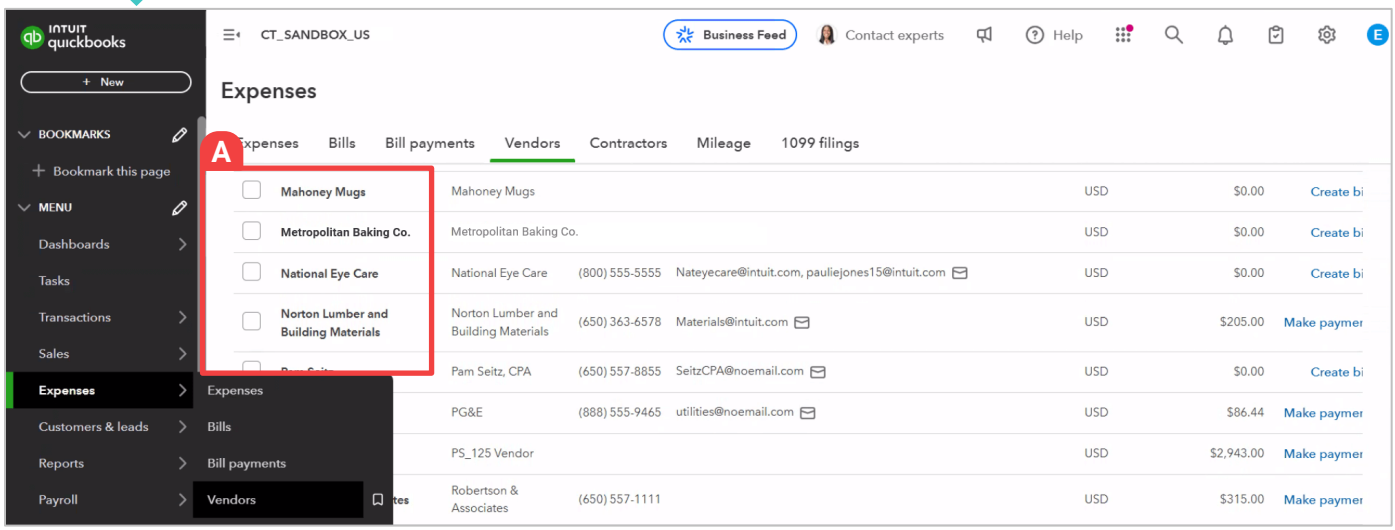
For AP exports, Vendors defined in Crunchtime must be matched against corresponding entries in QuickBooks before exporting Account Payable data.

Match Vendors

Enterprise Manager > Purchasing: Vendors



QuickBooks > Expenses: Vendors



A Verify that the *Name* of the vendors in Crunchtime and QuickBooks match exactly.

SETUP GUIDE

QuickBooks Integration

Sales Export Setup

Note: If you do not export Sales data to QuickBooks, you can skip this entire section.

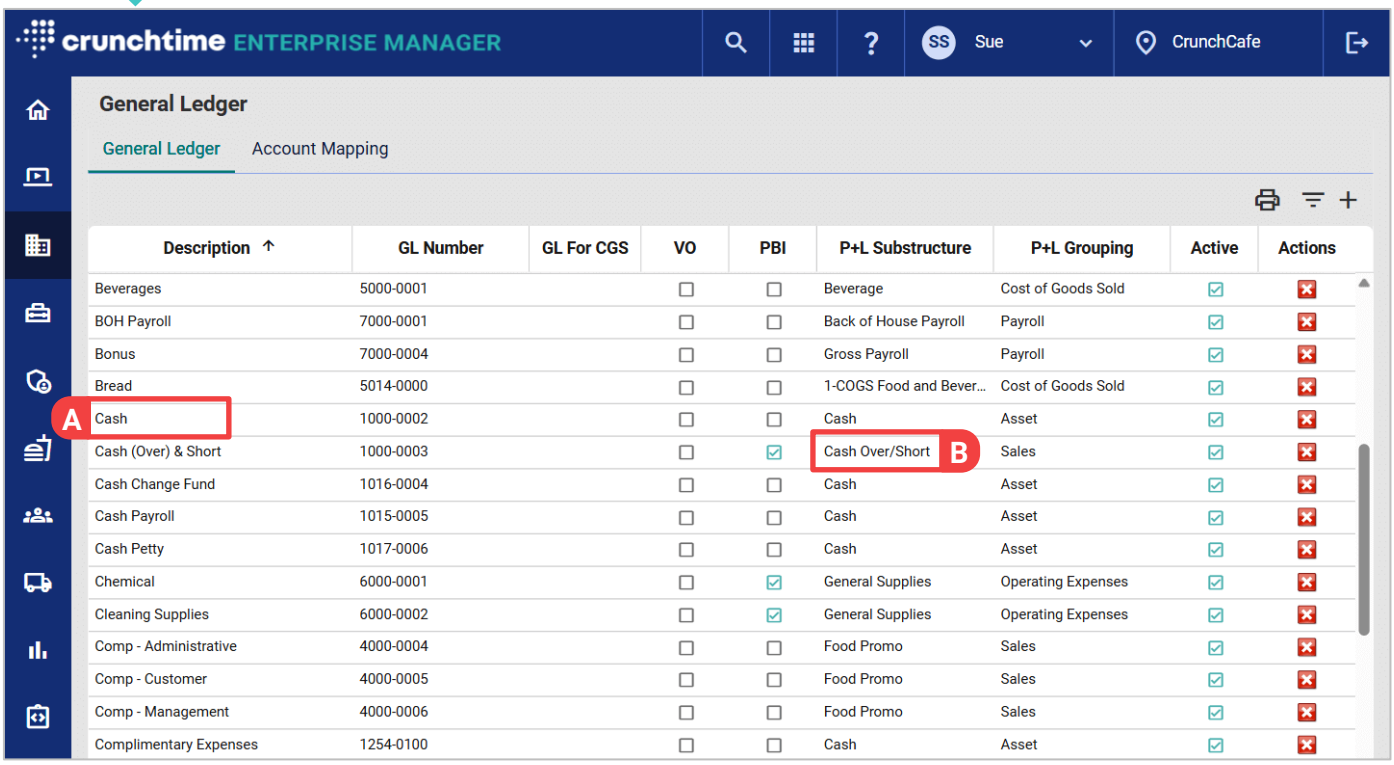
For Sales exports, you will need to complete or verify the following:

- Specific GL accounts must be configured as noted below if you are exporting certain sales data.
- You may need to define an additional Company and Location UDA for Sales mapping.
- You may need to configure the Sales Export & General Preferences.

GL Accounts

For Sales exports, the following GL accounts will need to be defined as noted below.

Enterprise Manager > Corporate: General Ledger



Description	GL Number	GL For CGS	VO	PBI	P+L Substructure	P+L Grouping	Active	Actions
Beverages	5000-0001		☐	☐	Beverage	Cost of Goods Sold	☑	✖
BOH Payroll	7000-0001		☐	☐	Back of House Payroll	Payroll	☑	✖
Bonus	7000-0004		☐	☐	Gross Payroll	Payroll	☑	✖
Bread	5014-0000		☐	☐	1-COGS Food and Bever...	Cost of Goods Sold	☑	✖
A Cash	1000-0002		☐	☐	Cash	Asset	☑	✖
Cash (Over) & Short	1000-0003		☐	☑	Cash Over/Short B	Sales	☑	✖
Cash Change Fund	1016-0004		☐	☐	Cash	Asset	☑	✖
Cash Payroll	1015-0005		☐	☐	Cash	Asset	☑	✖
Cash Petty	1017-0006		☐	☐	Cash	Asset	☑	✖
Chemical	6000-0001		☐	☑	General Supplies	Operating Expenses	☑	✖
Cleaning Supplies	6000-0002		☐	☑	General Supplies	Operating Expenses	☑	✖
Comp - Administrative	4000-0004		☐	☐	Food Promo	Sales	☑	✖
Comp - Customer	4000-0005		☐	☐	Food Promo	Sales	☑	✖
Comp - Management	4000-0006		☐	☐	Food Promo	Sales	☑	✖
Complimentary Expenses	1254-0100		☐	☐	Cash	Asset	☑	✖

A If exporting Bank Deposits, a GL account with the *Description* of **Cash** must be defined.

B If exporting Over/Short values, a GL account must be linked to the **Cash Over/Short** *P&L Substructure*.

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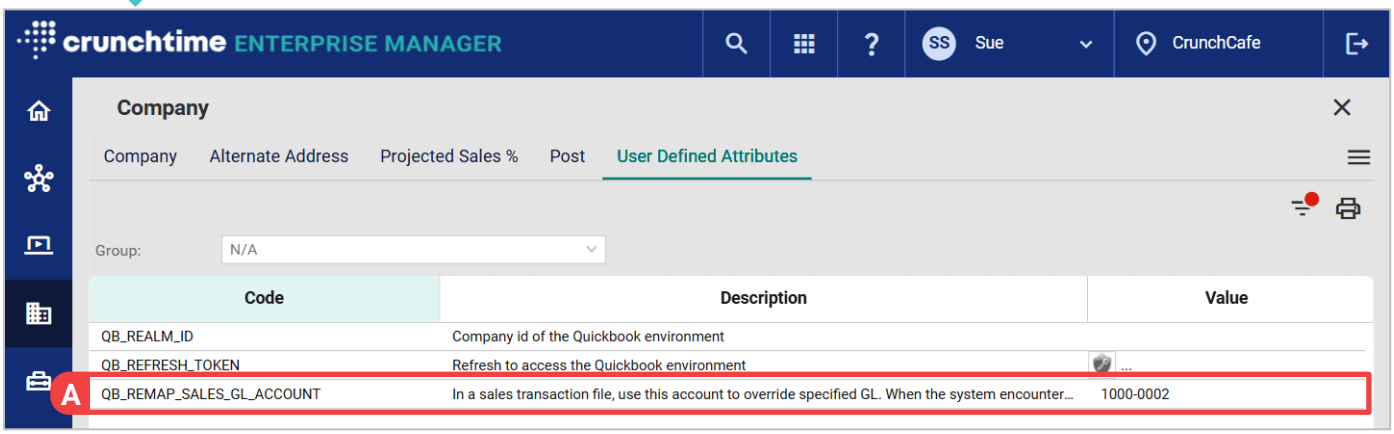
QuickBooks Integration

Sales Export Setup (Continued)

For Sales exports, you may need to define a Company and Location UDA for Sales GL mapping. If you want to define location-specific accounts for Bank Deposits, you can identify the main corporate account and then specify the location level account for each location. Only one GL account can be mapped for each entry.

Company UDA

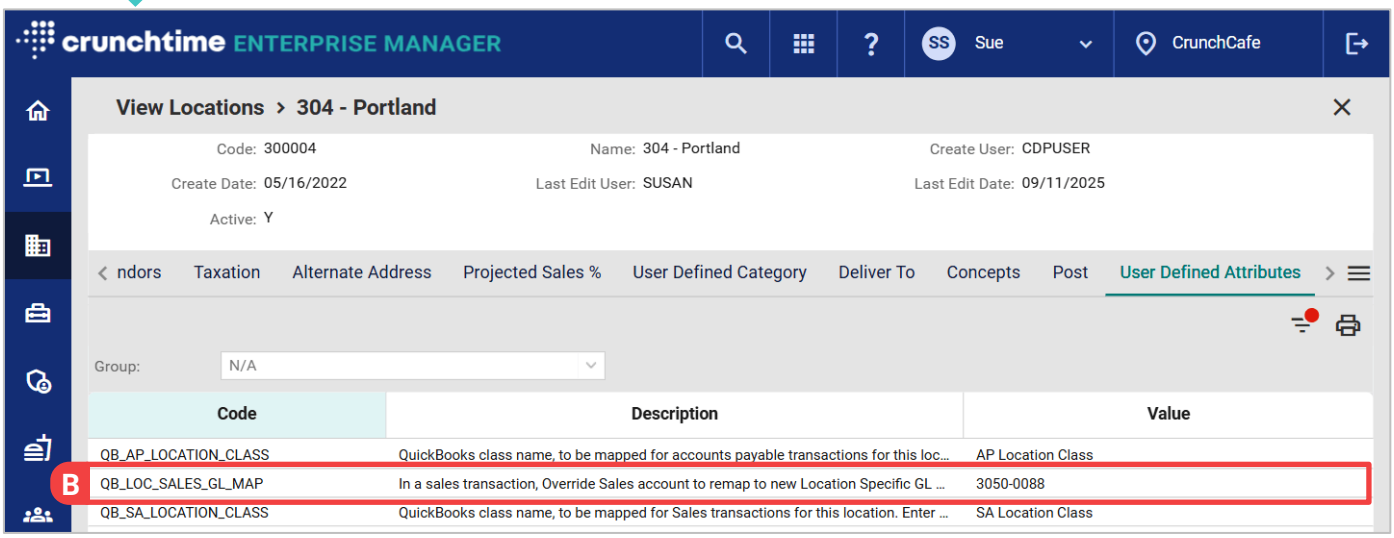
Enterprise Manager > Corporate: Company > User Defined Attributes



A *QB_REMAP_SALES_GL_ACCOUNT* – Bank Deposits use the Corporate "Cash" account from the General Ledger screen; that GL Number should be entered here.

Location UDA

Enterprise Manager > Corporate: Locations > {Edit} > User Defined Attributes



B *QB_LOC_SALES_GL_MAP* – Enter the location-specific Cash/Deposit GL Number here.

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QuickBooks Integration

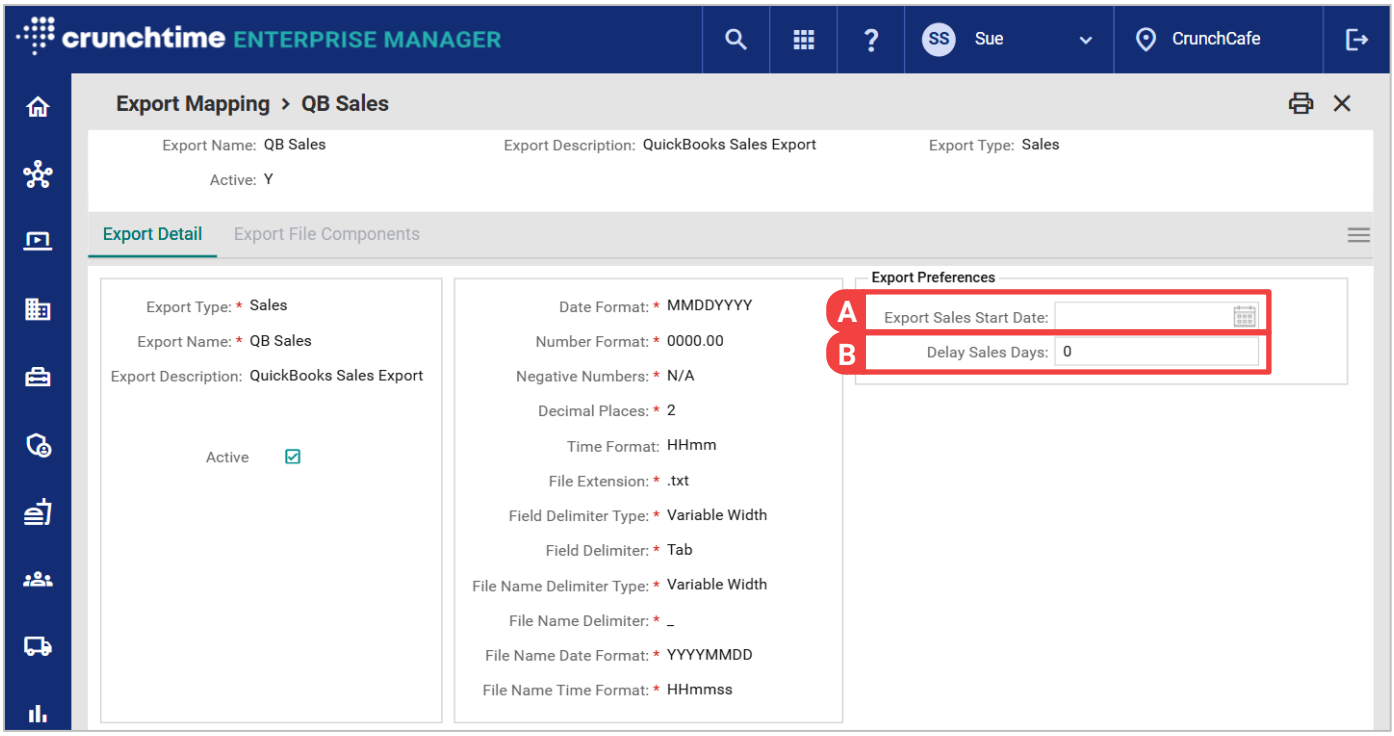
Sales Export Setup (Continued)

Export Preferences

The Export Mappings screen allows corporate users to define the Export Preferences for all of the available sales exports. Mapping for the QuickBooks Sales export will be visible only when the Company User Defined Attribute for QB_INTEGRATION_ENABLED = 'true'. This mapping can only be edited by a corporate user associated with a User Group that has the "Export Mapping > Sales Edit" control enabled.

Note: Export Preferences are only available for the Sales export mappings.

Enterprise Manager > Interfaces: Export Mapping > QB Sales



The following preferences can be defined for the QuickBooks Sales export:

A *Export Sales Start Date* – Select/enter the first date that should be included in the first export. Sales transactions prior to this date will not be exported.

B *Delay Sales Days* – Enter the number of days sales (0-6) from the end of each period that should be delayed (excluded) from the export for that period. The sales for those days will be included in the next period export. This helps ensure sales for each period are final prior to exporting to QuickBooks.

Example: Today is Sept.10, 2025; if your Week Ending Day is 'Tuesday', then your last Post period ended on Tue, Sept. 9. If you set the *Export Sales Start Date* to '08/01/2025', and *Delay Sales Days* to '3', then all data from Aug 1, 2025 thru Sept. 6, 2025 will be included in the first export, and the next export for the period ending Tue, Sept 16 will include data for Sept. 7 thru Sept. 13.

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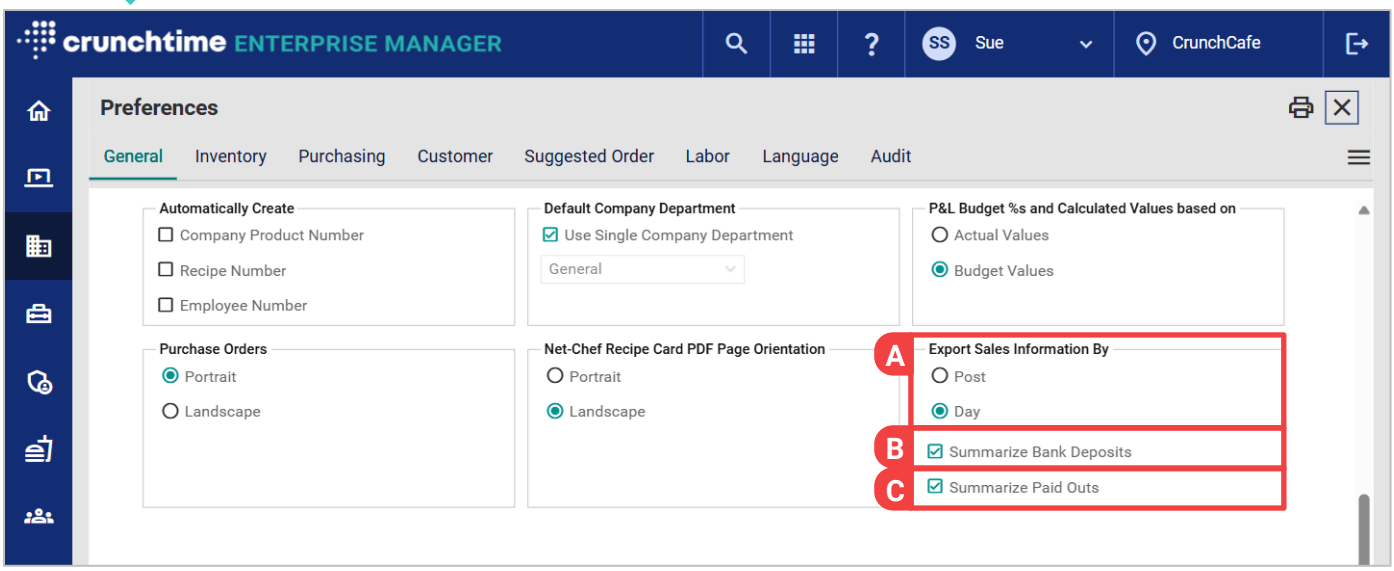
QuickBooks Integration

Sales Export Setup (Continued)

General Preferences

The General Preferences screen also includes settings that are applicable to QuickBooks Sales exports.

Enterprise Manager > Corporate: Preferences > General tab



A Export Sales Information By:

- *Post* – Choose this option to export sales information once for each post period.
- *Day* – Choose this option to export sales information on a daily basis.

B *Summarize Bank Deposits* — When checked (default), the export will include an aggregated total for the Bank Deposit value. If not checked, the system will export a separate row for each record from each register for the Location/Date.

C *Summarize Paid Outs* — When checked (default), the export will include an aggregated total for the Paid Outs value. If not checked, the system will export a separate row for each record from each register for the Location/Date.

Tip: The "Summarize" preferences are only available when "Accounting Software" = 'STANDARD' in the Company setup screen.

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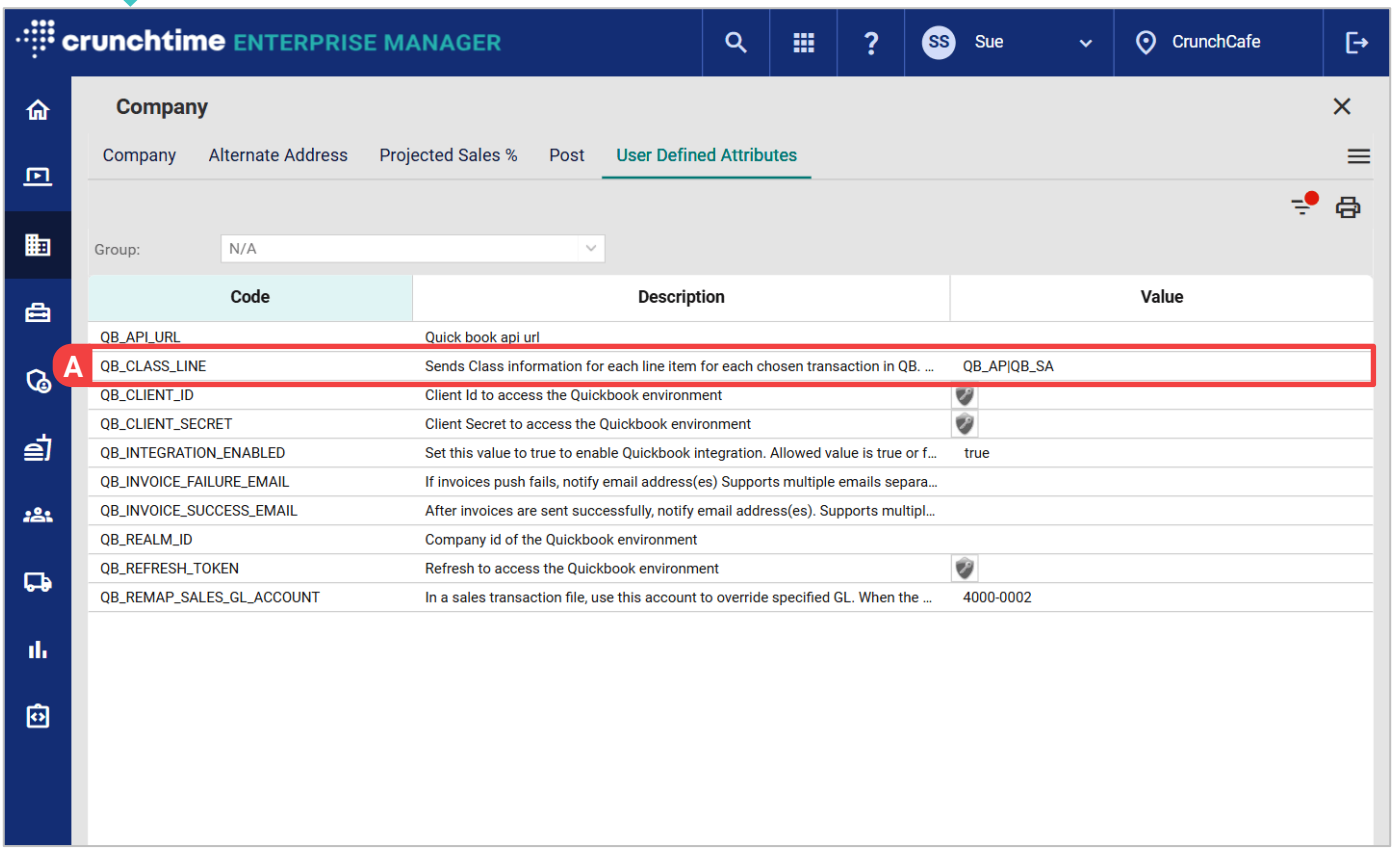
Using Classes in QuickBooks

Note: If you do not use Classes in QuickBooks, you can skip this entire section.

When a business has different parts and wants to track which part is more profitable compared to other parts, Classes can be very useful. For example, a retail business with multiple locations (stores) can configure 'Classes' to indicate different departments or outlets in each location, thus tracking which one is more profitable. If you are using Classes, there are three UDAs in Enterprise Manager (one at company level and two at location level) that need to be configured as shown below:

Company UDA

Enterprise Manager > Corporate: Company > User Defined Attributes



A *QB_CLASS_LINE* – When this UDA value is set, it indicates that 'Classes' are being used with this QuickBooks integration and which types of transactions are using them. Valid entries are: QB_AP, QB_ID, QB_LT, and QB_SA. Multiple transactions are separated by the Pipe (|) character. *Example (as seen above): QB_AP|QB_SA*

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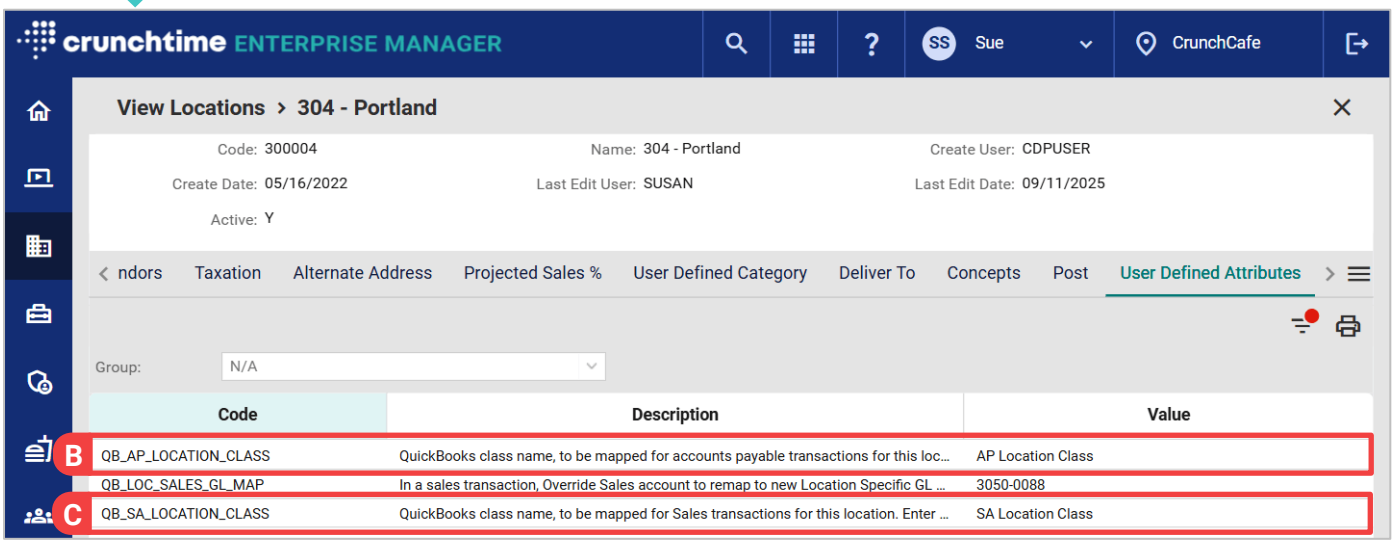
QuickBooks Integration

Using Classes in QuickBooks (Continued)

Location UDAs

Enterprise Manager > Corporate: Locations > {Edit} > User Defined Attributes



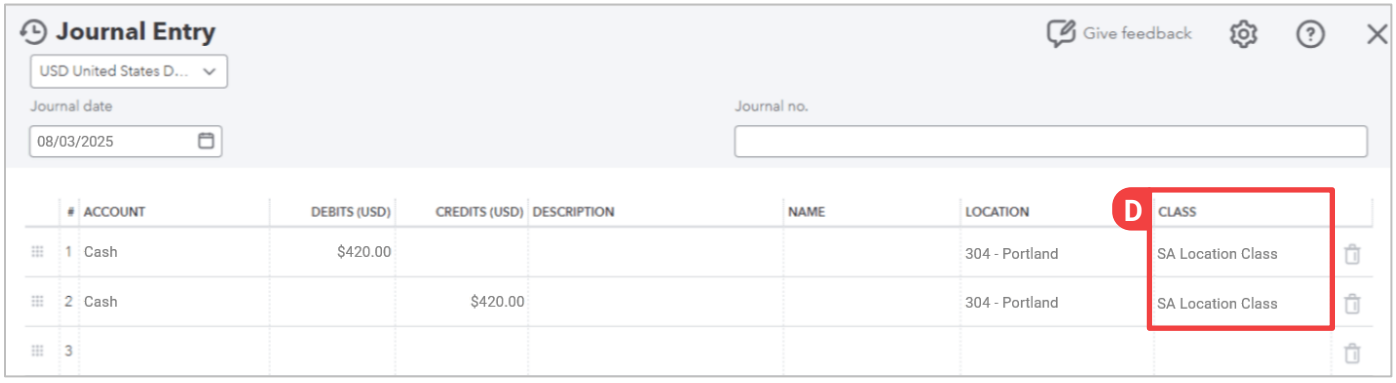
B *QB_AP_LOCATION_CLASS* – This UDA value indicates the 'Class' to be used when processing Accounts Payable transactions. This should be a valid 'Class' that is already defined in your QuickBooks Online account.

C *QB_SA_LOCATION_CLASS* – This UDA value indicates the 'Class' to be used when processing Sales transactions. This should be a valid 'Class' that is already defined in your QuickBooks Online account.

Location Classes in QuickBooks

Below are examples that show how these Classes appear in QuickBooks.

SA Location Class



D In a Journal Entry, you can see the QB_SA_LOCATION_CLASS entry here.

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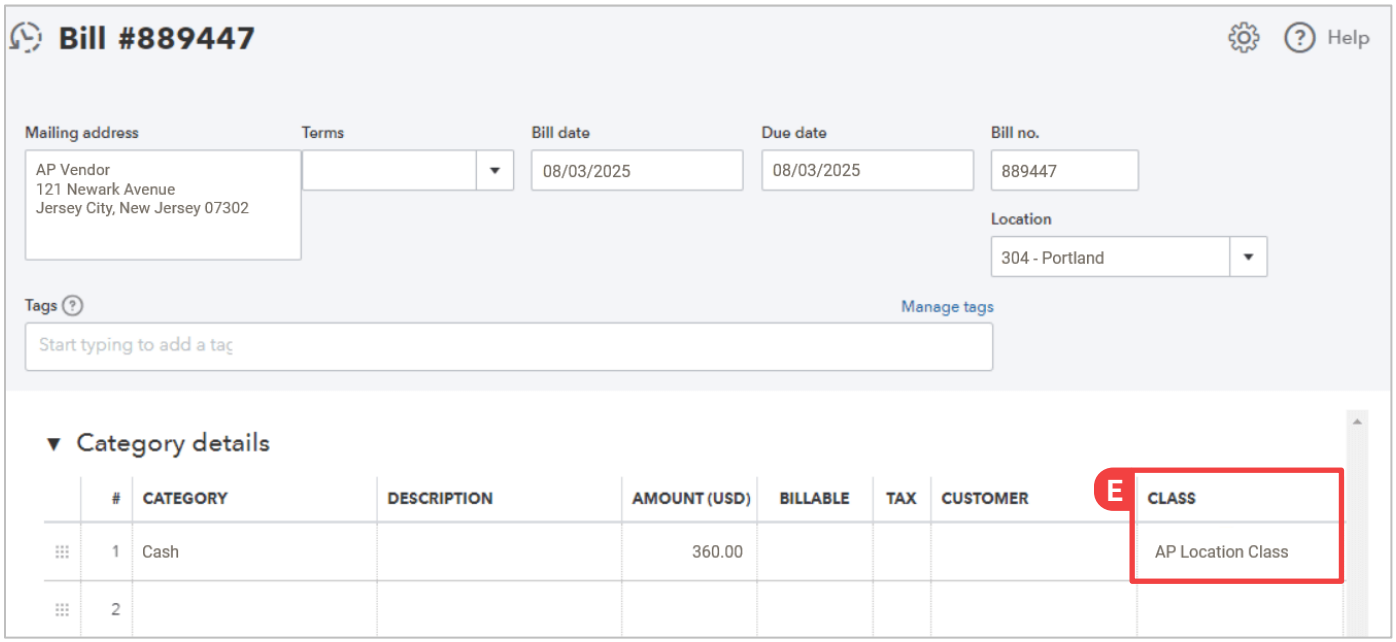
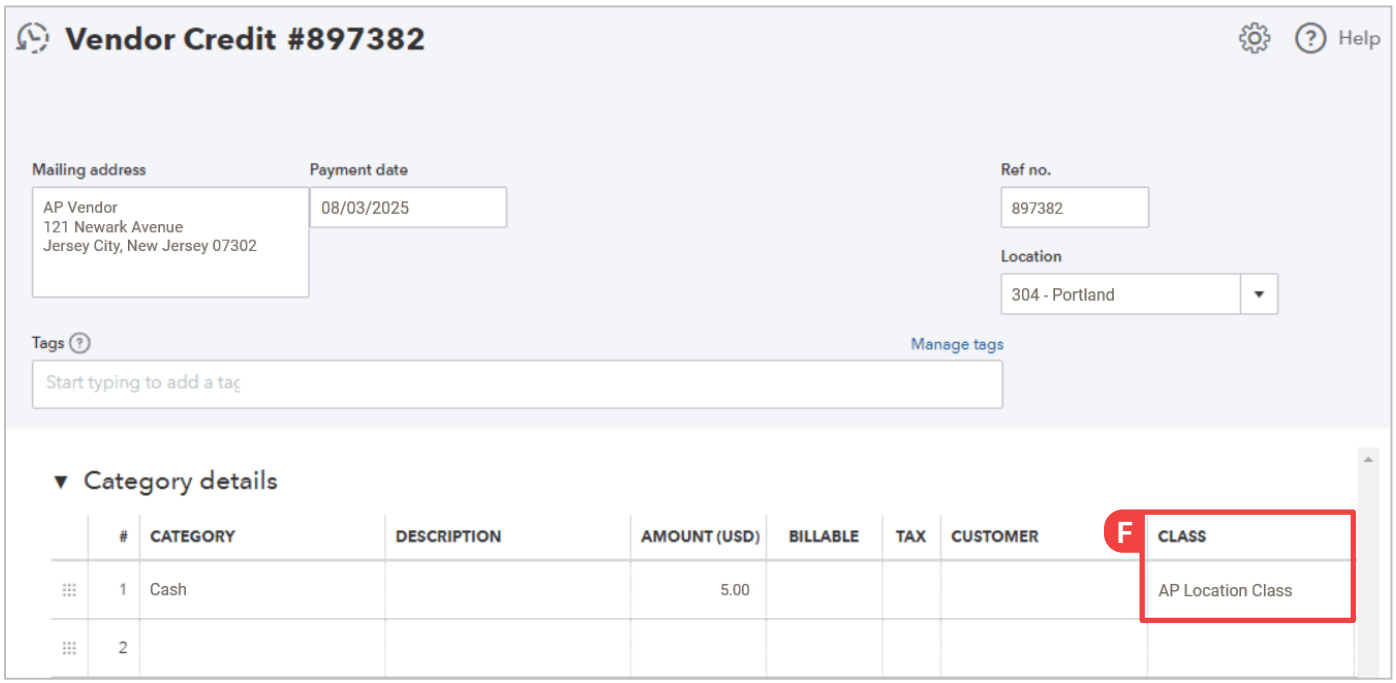
QuickBooks Integration

Using Classes in QuickBooks (Continued)

AP Location Class



E In a Vendor Bill, you can see the QB_AP_LOCATION_CLASS entry here.



F In a Vendor Credit, you can see the QB_AP_LOCATION_CLASS entry here.

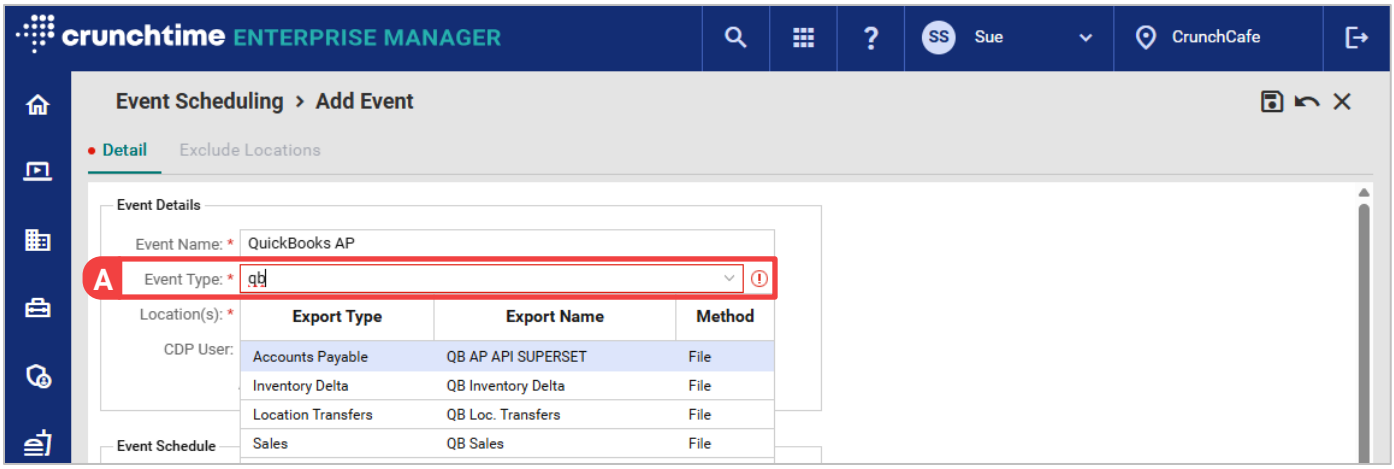
SETUP GUIDE

QuickBooks Integration

Schedule and Verify Exports

Schedule an Export

Enterprise Manager > Interfaces: Event Scheduling



A For the *Event Type*, select the desired QuickBooks export. (Hint: Filter the field by entering "qb".) Options include:

- Accounts Payable: QB AP API SUPERSET
  - Frequency = Daily (Recommended) or Weekly
  - Posting Dependency = N/A
  - Editing of Invoices is not allowed by default after export
- Inventory Delta: QB Inventory Delta
  - Frequency = Weekly
  - Posting Dependency = Yes
  - Unposting & editing of Inventory is not allowed by default after export
- Location Transfers: QB Loc. Transfers
  - Frequency = Daily (Recommended) or Weekly
  - Posting Dependency = N/A
  - No editing consideration
- Sales: QB Sales
  - Frequency & Posting Dependency determined based on the Sales Export Preferences; see page 13 for details.
  - If Frequency = Daily, Posting Dependency = N/A
  - If Frequency = Weekly, Posting Dependency = Yes

Tip: For more detailed information on how to schedule an export, follow this link: https://links.crunchtime.com/EMQS-ScheduleAnExport

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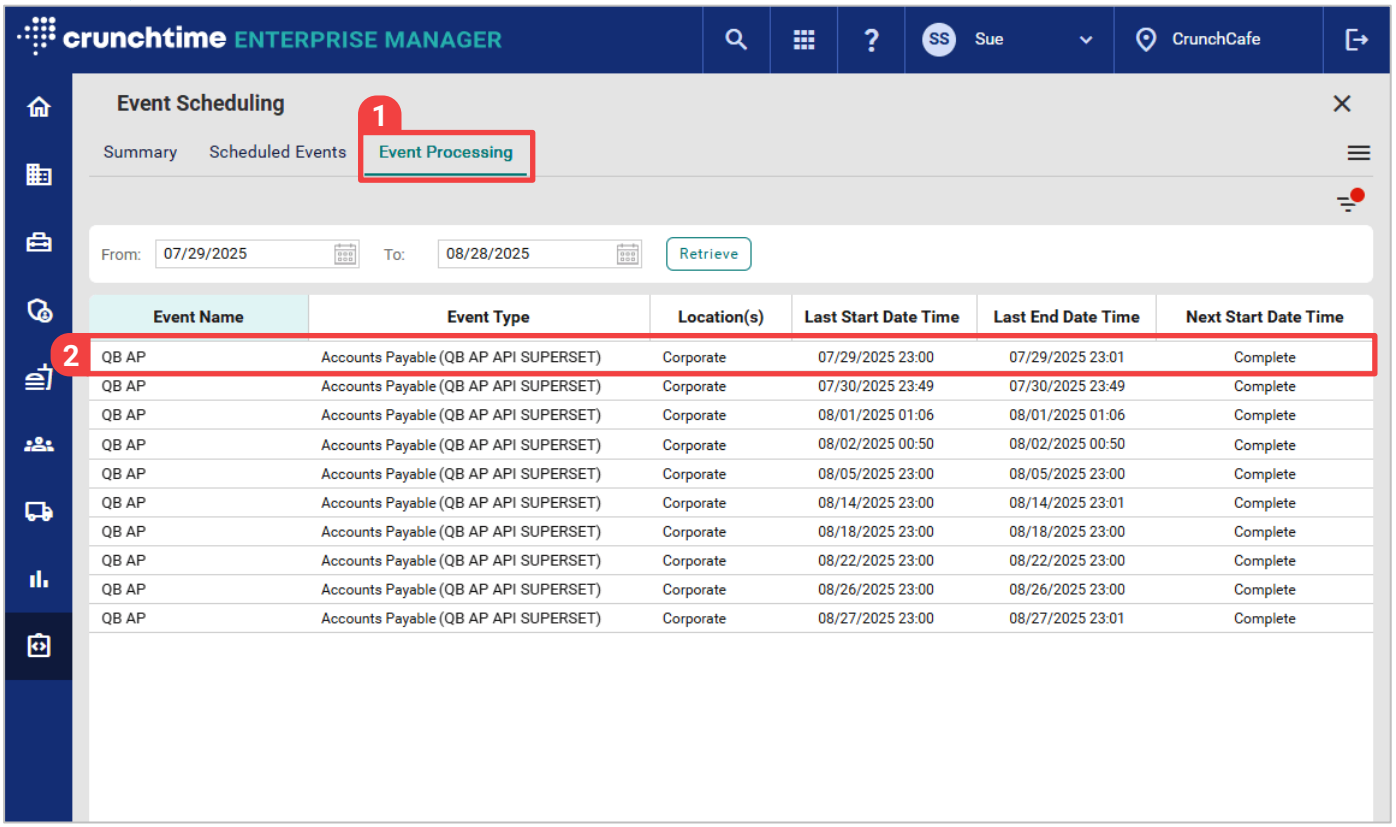
QuickBooks Integration

Schedule and Verify Exports (Continued)

Verify Completed Exports

Enterprise Manager > Interfaces: Event Scheduling



1. In the Event Scheduling screen, select the *Event Processing* tab.
2. Locate the export event and verify it has been completed.

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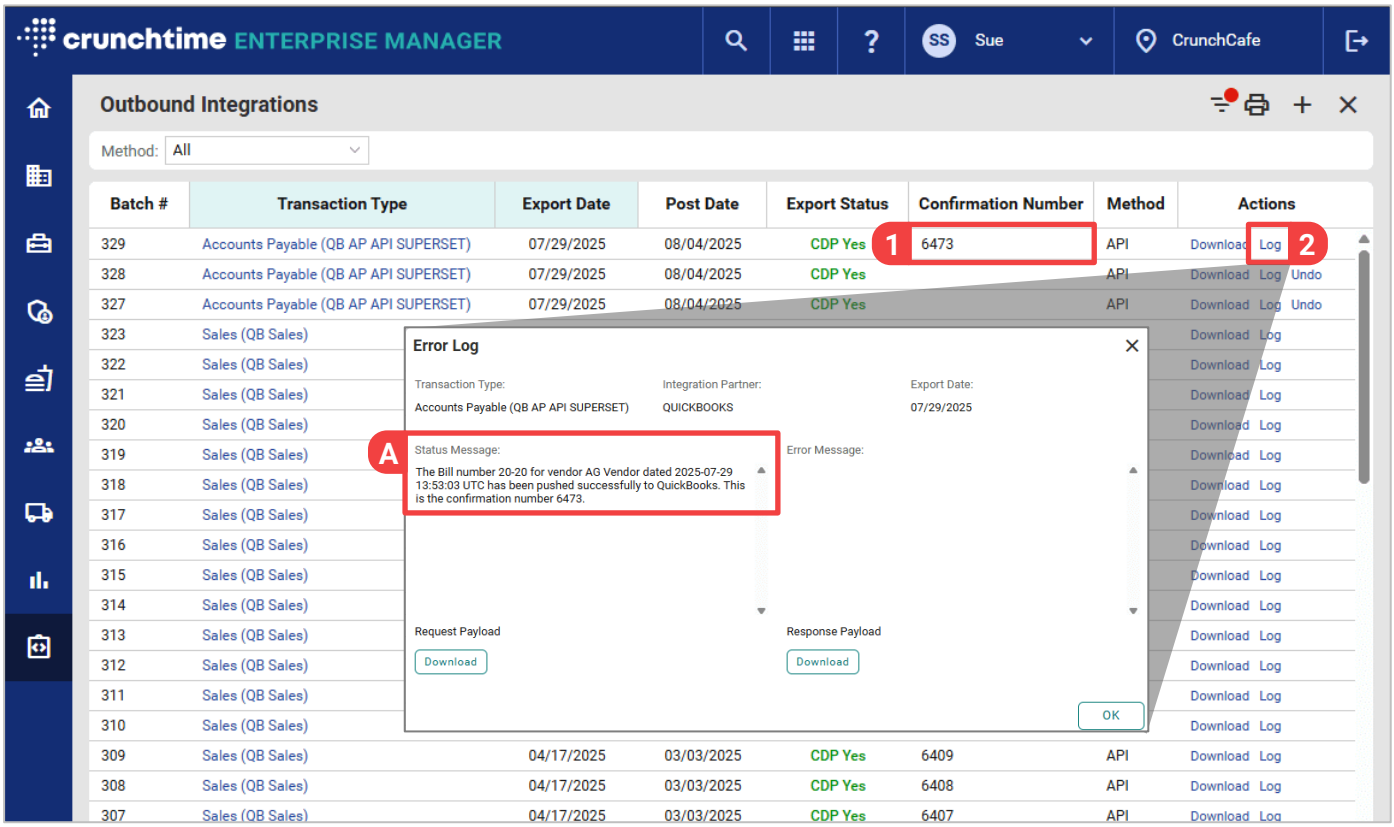
QuickBooks Integration

Schedule and Verify Exports (Continued)

Verify Completed Exports (Continued)

Enterprise Manager > Interfaces: Outbound Integrations



1. In the Outbound Integrations screen, locate the export batch and verify that a *Confirmation Number* was received from QuickBooks. You will also receive an email confirmation; see the example on Page 18.
2. In the Actions column, select the *Log* file to view it.
   - **A** Here you can see the *Status Message* confirming the data was received by QuickBooks.

Note: If the data had not been received successfully, an Error Message would be displayed here and the batch in Enterprise Manager would not have gotten a Confirmation Number from QuickBooks. See the next page for details on how to proceed in this situation.

Tip: The *Confirmation Number* column is hidden by default; you will have to enable it. Once enabled, you can click and drag it to any position on the screen.

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SETUP GUIDE

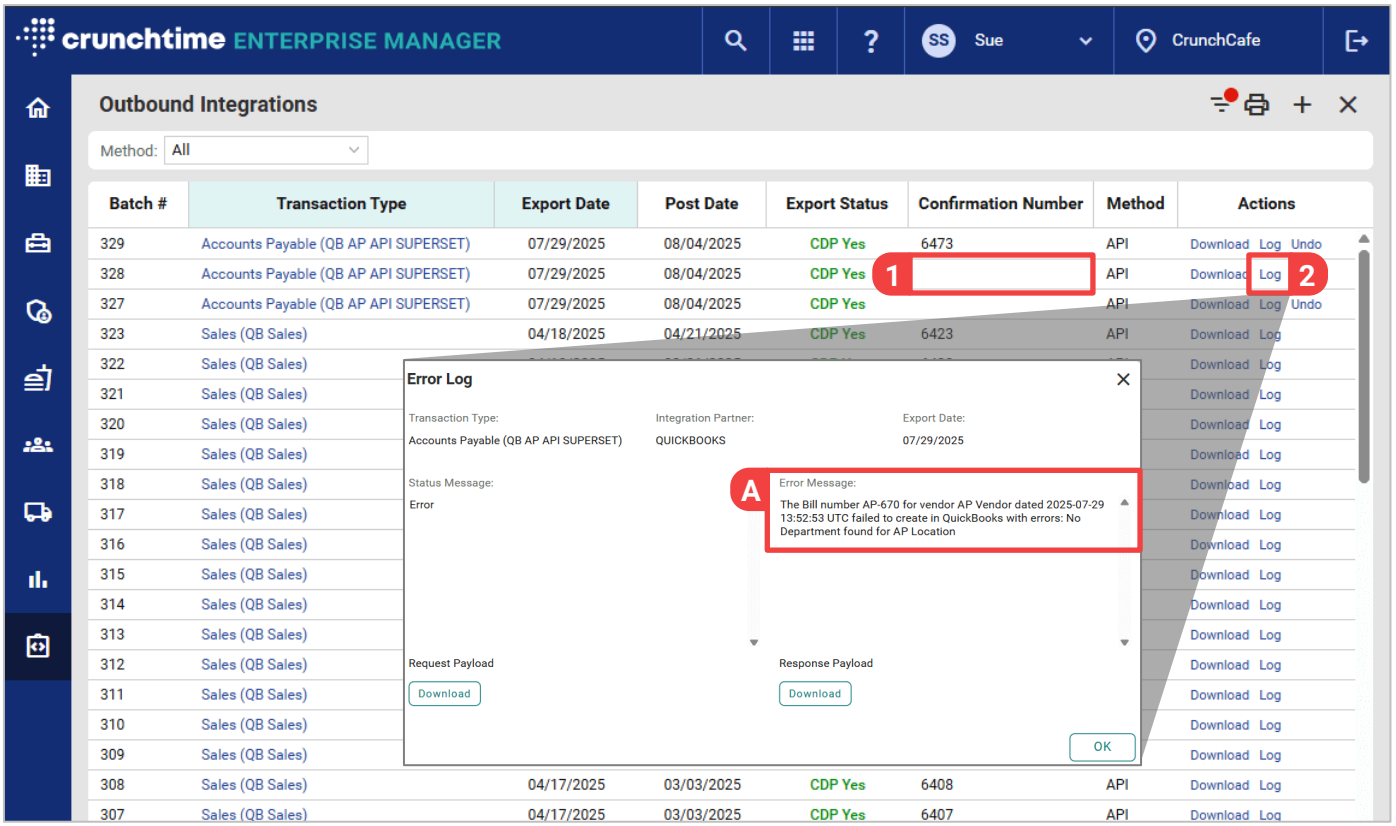
QuickBooks Integration

Troubleshoot and Undo Failed Files

In the event that a file was not successfully received by QuickBooks, you will need to troubleshoot and correct the problem, then undo the export.

View the Error Log

Enterprise Manager > Interfaces: Outbound Integrations



1 For the export in question, verify that a *Confirmation Number* was NOT received from QuickBooks (which means for some reason, QuickBooks did not receive the data). You will also receive an email error message; see the example on Page 18.

2 In the Actions column, select the *Log* file to view it.

A Here you can see the *Error Message* indicating why the data was not received.

Important: Your next step is to correct the problem that prevented the successful integration. To ensure a successful push, changes may be needed in Crunchtime and/or QuickBooks.

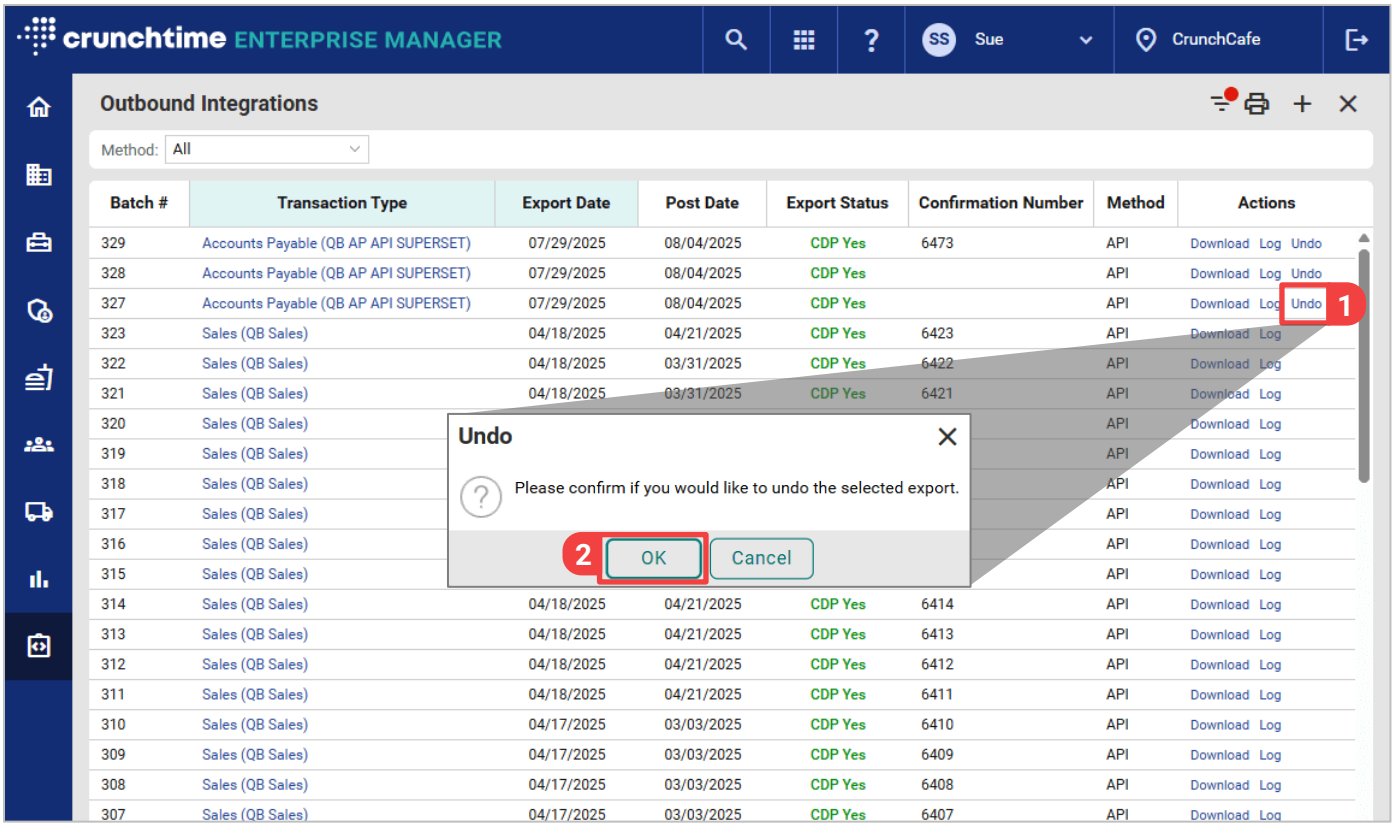
(Continued)

QuickBooks Integration

Troubleshoot and Undo Failed Files (Continued)

Undo the Export

Enterprise Manager > Interfaces: Outbound Integrations



1. In the Outbound Integrations screen, select the *Undo* link for the desired file.
2. To confirm the Undo process, select *OK*.

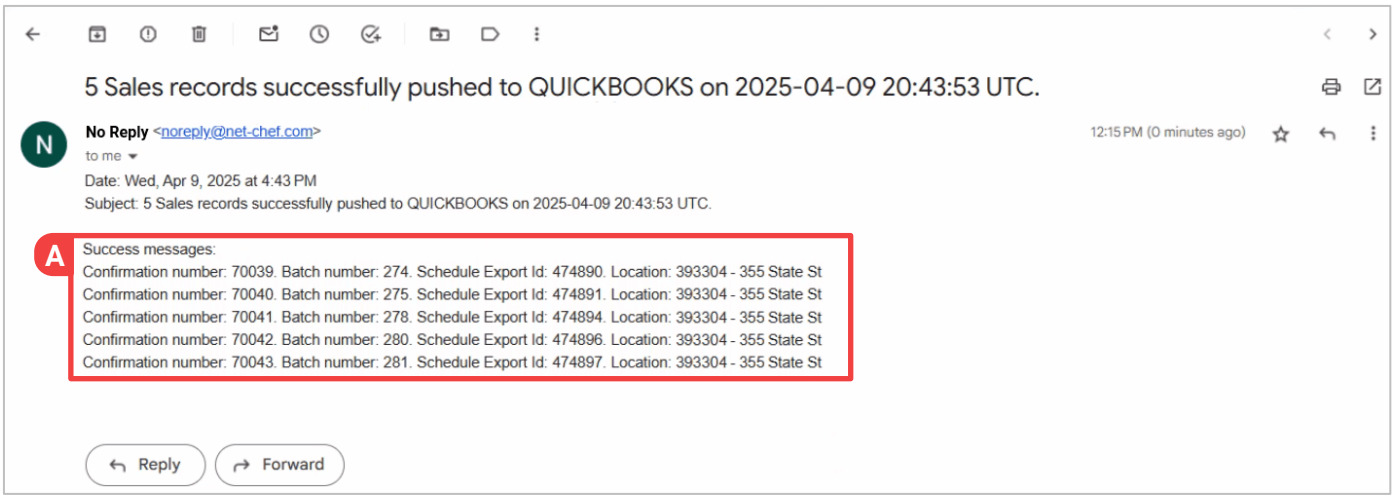
Tip: Once the export has been undone, it will re-export automatically during the next run of the scheduled event. This export will have a new Batch #.

QuickBooks Integration

Sample Confirmation & Failure Emails

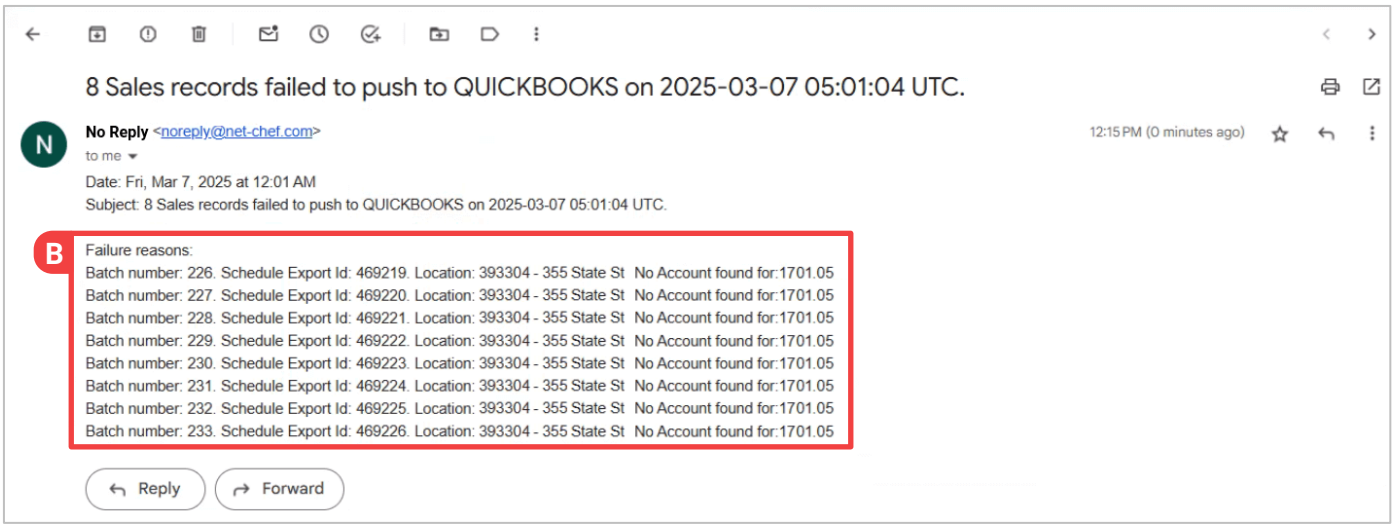
The following screenshots show examples of emails confirming success of and indicating failure of the data push from Crunchtime to QuickBooks.

Success Email



A These records show the successful push for the related export batches.

Failure Email



B These records show the failed push for the related export batches and indicate the cause.

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QuickBooks Integration

Optional User Defined Attributes

The following Company-level UDAs are recommended for QuickBooks integration.

Field	Description
QB_INVOICE_FAILURE_EMAIL	If invoice push fails, notify these email address(es). Supports multiple emails separated by a comma. If you do not wish to be notified of a failed push, leave this field blank.
QB_INVOICE_SUCCESS_EMAIL	After invoice posts are sent successfully, notify these email address(es). Supports multiple emails separated by a comma. If you do not wish to be notified of a successful push, leave this field blank.