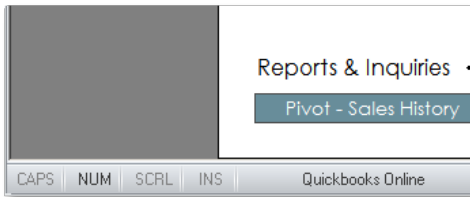## OSTENDO- QUICKBOOKS ONLINE INTEGRATION

> **Ostendo version should be on the current available Update/Build level before implementing the Ostendo-Quickbooks Online link.**

Ostendo users now have the option to integrate with their Quickbooks Online Accounting system. This means that financial transactions generated in Ostendo will automatically be posted into the QBO system.

Integration with Quickbooks Online is active when you see "Quickbooks Online" displayed at the bottom status bar of the Ostendo main screen:

Points of Integration:

From Ostendo Update 231onwards, you have the option of **AR Style** to consider:

   a. **Standard Invoice and Payment Posting** - (Default style)
   b. **Post Invoices and Payments as Journals** – (classic Quickbooks Link style)

The default style is to post sale invoices as invoices and customer payments as payments into QBO file. This document generally assumes the default style "Standard Invoice and Payment Posting" is used.

If **Post Invoices and Payments as Journals** (classic Quickbooks link style) is selected, then you must create a default Customer called "**Ostendo**" in QBO as QBO API requires a customer name to be associated to the Debtors account.

If QBO is setup for multicurrencies, then you will need to set up multiple default "Ostendo" customers with the format as "***Ostendo-currencycode***" – example: Ostendo-USD, Ostendo-GBP, etc.. The currency codes used should be as per ISO4217 standard.

When creating these default "Ostendo" customers in QBO, please ensure that the currency is also defined in the Payment and Billing tab at the same time. (You cannot add in the curreny later.)


In Ostendo, currency codes should also be defined as per ISO4217 standard with the appropriate foreign currency cost centres defined and linked to it. (***File – Financial Configuration – Currency Codes***)

There are many QBO API resources available. However not all resources are part of the Ostendo – Quickbooks Online integration. The affected resources are as follows:

1. **Account** – This contains the QBO chart of accounts and needs to be mapped to the Ostendo Cost Centres.

> ***Note: QBO does not allow us to nominate the GL accounts when posting sale transactions. So to facilitate the posting of Invoices from Ostendo to QBO, you should create Product codes in QBO with the exact same names as your Income and Purchase Receipts accounts. You should then map these accounts to the appropriate Cost Centres in Oste***
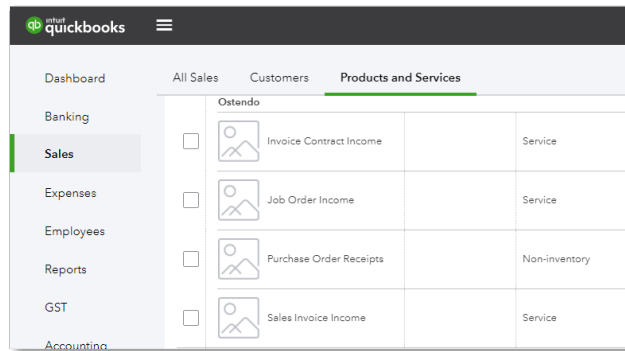
Note: You must also have a ***Bank Clearing*** account set up in the QBO Chart of Accounts. This needs to be mapped to the **#_BANKCLEARING_#** costcentrecode in Ostendo.
(More details can be found in page 14 of this document)

2. **Class** – Class objects provide a way to track different segments of the business. Classes are available to individual detail lines. Classes defined in QBO are imported into Ostendo Financial Categories when you import the QBO General Ledger codes (chart of accounts) into Ostendo.

3. **CompanyCurrency** – Available only for those companies that enable multicurrency in QBO. CompanyCurrency objects are defined for the required currencies and should match the currency codes defined in Ostendo.

4. **PaymentMethod** – This should match the payment methods defined in Ostendo.

5. Taxcode – Taxcodes defined in QBO should be matched with the Ostendo taxcodes defined in the FINANCIAL CONFIGURATION - TAXCODE screen.
   Please note that QBO have different taxcodes for Sales and Purchases.

> The NT taxcode with 0 taxrate is required for Rounding lines. Map the corresponding QBO GST free taxcode to it.
>
> For US sites, any sales tax rate defined in Ostendo where the corresponding tax in QBO is generated by the Automated Sales Tax (AST), the External TaxCode must be set as "TAX" in the Ostendo TaxCodes table.
> However, if there are instances where you do not wish to use the AST (e.g. selling to non-US locations), then you need to add these separate taxrates in Ostendo and in QBO and set the External TaxCode in the Ostendo TaxCodes table to be the corresponding tax name defined in QBO.

6. **Vendor** - this is the QBO resource which holds Supplier information. Any addition or change in Supplier master records in Ostendo will be reflected in QBO.

> **Note:** **In QBO, the DisplayName must be unique across all other customer, vendor, and employee objects. This means you cannot have the same name for both customer and supplier in Ostendo.**
>
> **Avoid using apostrophe/single quote (') in Customer/Supplier names. This will be converted to a Grave accent (`) by the AccountingLink scripts.**
>
> **In QBO, names must not contain colon (:) , tab (\t) , or newline (\n) characters.**

7. **Customer** - this is the QBO resource which holds Customer information. Any addition or change in Customer master records in Ostendo will be reflected in QBO.

8. **JournalEntry –** all journals generated in Ostendo except Customer Payment, Customer Deposit, Invoice Payment and Invoice Deposit, are posted to this resource in QBO. Journal Numbers will be posted to the DocNumber field in Quickbooks Online.

9. **Invoice** – this resource caters to Sales Invoices created in Ostendo.

10. **Bill** – this resource caters to Purchase (Supplier) Invoices created in Ostendo.

11. **CreditMemo** - CreditNotes created in Ostendo are created as **AdjustmentNotes** in QBO.

12. **ReceivedPayment** – Customer Payment and Customer Deposit journals generated in Ostendo are posted to this resource as "Received Payments". Invoice Payment and Invoice Deposit journals generated in Ostendo are posted to this resource as linked transactions in the Payment in QBO. This has the effect of applying the payments to the invoices. Only the Debit side of the journals are posted and QBO will handle the rest.

13. **Customer Payments entered directly into QBO** will be pulled back into Ostendo and Customer Payment records will be created for the matching invoices. However no financial transactions will be created in Ostendo for such records – to avoid reposting back into QBO. Such payment records in Ostendo will be marked with the "External Payment" flag turned on.

> *NOTE: Payments created in Ostendo and posted over to QBO should NOT be modified in QBO. If any changes need to be made to payments originating from Ostendo, the user should first delete the payment and then create a new payment in QBO.*
> *This effectively deletes the original payment in Ostendo and posts a new External Payment from QBO to Ostendo to reflect the desired changes..*
>
> To ensure that Customer Payments are kept in sync between Ostendo and QBO, payment transactions can only be deleted in QBO. The Accounting Link process will detect such deletions in QBO and delete the associated Payment transactions in Ostendo.
>
> In QBO Company Settings – ***Automatically apply credits*** should be turned ***off.*** This will facilitate the proper synchronization of payments between Ostendo and QBO.

Automation	Pre-fill forms with previously entered content	Off
	Automatically apply credits	Off
	Automatically invoice unbilled activity	Off

14. **Refunds**: QBO API does *not* accept the posting of negative payments. In Ostendo, negative payments are created to refund credit notes. Credit Notes are posted to QBO as "**Adjustment Notes**". So refunds (negative payments/deposits) processed in Ostendo are posted to QBO as "**Expense**" transactions. To match the Expense to the Adjustment Note, **a zero-value Payment** needs to be _**manually created in QBO**_ to link the two transactions.

> **Note**: Please refer to **Appendix B** for more information on how Ostendo Payments and Deposits are posted across to QBO.

15. Please note that for Ostendo Payment Style – "**Match Credits to Invoices**", there are no additional financial transactions generated. This means that any such matching in Ostendo will need to be manually done in the linked Accounting System as well.

All financial transactions generated in Ostendo will be summarised into the following tables:

a. JOURNALHEADER – updates JournalEntry or Payment in QBO
b. JOURNALLINES – updates JournalEntry or Payment in QBO
c. JOURNALINVHEADER – updates Invoice or Bill in QBO
d. JOURNALINVLINES – updates Invoice or Bill in QBO

Changes to Customer Master and Supplier Master records will create transactions in FINANCIALCUSTOMERS and FINANCIALSUPPLIERS tables respectively. These transactions will then be used to update QBO Customer and Vendor resources.

You can see a more detailed mapping of fields between Ostendo tables and Quickbooks Online resources in **Appendix A.**

The Automated Posting Process:

As transaction records are being added to the tables listed above, Ostendo will flag them as "Ready to Send".

Ostendo will post transactions to Quickbooks Online based on the frequency set in System Settings. The frequency of posting can be set to in terms of minutes or hours. For most customers, once every hour or two hours should be frequent enough.

All transactions which are "Ready to Send" will be assigned a batch number and posted as one batch in the following order:

- **FINANCIALSUPPLIERS** transactions to QBO Vendor,
- **FINANCIALCUSTOMERS** transactions to QBO Customer,
- **JOURNALHEADER and JOURNALLINES** transactions (except Customer Payments, Customer Deposits, Invoice Payments and Invoice Deposits) to QBO JournalEntry
- **JOURNALINVHEADER and JOURNALINVLINES** transactions to QBO Invoice (Sales) or Bill (Purchases)
- JOURNALHEADER and JOURNALLINES for **Customer Payments** and **Customer Deposits** to QBO Payment as Received Payments.
- JOURNALHEADER and JOURNALLINES for **Invoice Payments** and **Invoice Deposits** to QBO Payment as linked invoice payment transactions.

This process runs automatically in the background when there is at least one user logged in.

This process can be stopped if the "No External GL Posting" flag is ticked for ALL users of the system. This flag is found in SYSTEM CONFIGURATION → User Security & Options → User Options tab.

User intervention is only required if there are failed batches occurring – which is indicated in the top status bar of the Ostendo main screen:
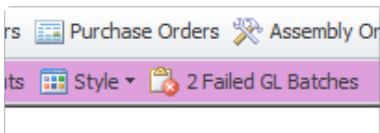
If you click on the failed batches in the status bar, you will get the following:
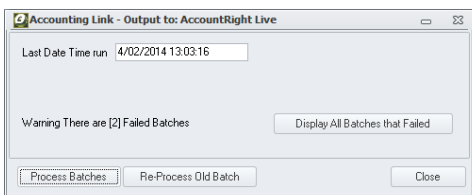
Click on "Display All batches that Failed" button and you will see a list of failed batches.
Click on the Detail tab, and you will see the invalid transactions:

Reviewing and correcting Failed Batches:

The following GENERAL Inquiries are available to review the batches and transactions:

- Inquiry – Ledger Journals
- Inquiry – Journal Posting (this is a log of all the batches which have been posted to QBO)
- Inquiry – Ledger Sales Invoices
- Inquiry – Ledger Purchase Invoices

Example of Ledger Journal inquiry – detail screen:

You could also create your own inquiries/database queries to review the transactions in these tables.

Common causes of failed batches include:

- Incorrect tax codes used (Tax code mapping not done correctly).
- Missing Account Codes (Cost Centre – Ledger Codes mapping incorrect or incomplete).

Once the errors are fixed, the batches can be re-posted by clicking on the Repost Batch and Process Batches buttons.

Integration Setup:

Integrating Ostendo with Quickbooks Online involves the following:

- SYSTEM CONFIGURATION - SYSTEM SETTINGS, USER OPTIONS
- Signing into the Quickbooks Online file
- FINANCIAL CONFIGURATION – GENERALLEDGERSETTINGS, TAXCODES
- GENERAL – COSTCENTER – LEDGERCODE mapping

The following sections describe the setup in further detail.

OSTENDO: QUICKBOOKS ONLINE ACCOUNTING LINK SETUP

1. SYSTEM CONFIGURATION – **SYSTEM SETTINGS**

    a. Go to AccountingLink tab:
    - Set AccountingLink Style = **Quickbooks Online**
    - Accept defaults for the following or modify if required:
        o Posting Frequency (minimum 5 minutes)
        o Set Cutover Date (only financial transactions from this date on will be processed)
        o Posting TimeOut Minutes (120 minutes)
        o Posting Retries (Max) (1 or 2)
        o AR Style
        o Invoice Number Prefix
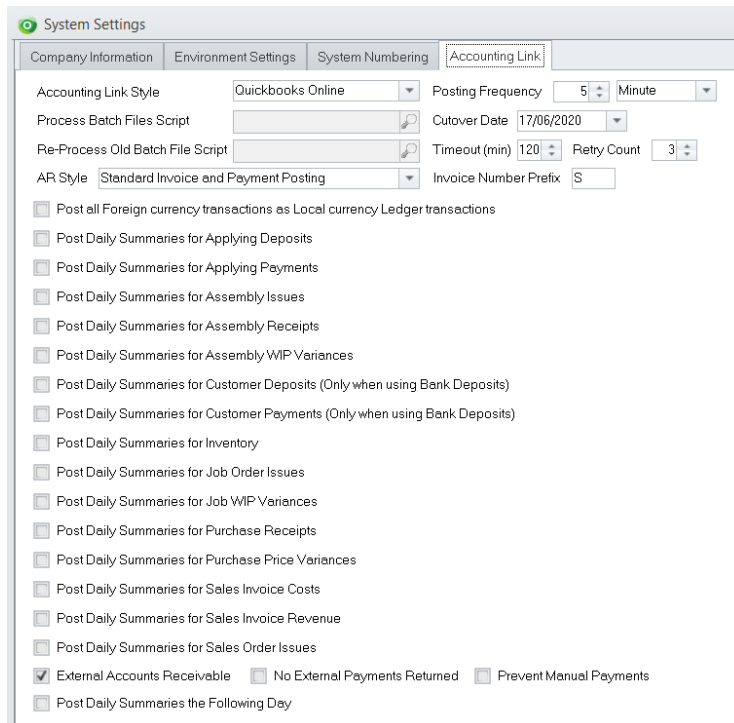
The default AR Style is "**Standard Invoice and Payment Posting**". This means sale invoices and payments created in Ostendo will also be created in Quickbooks Online.
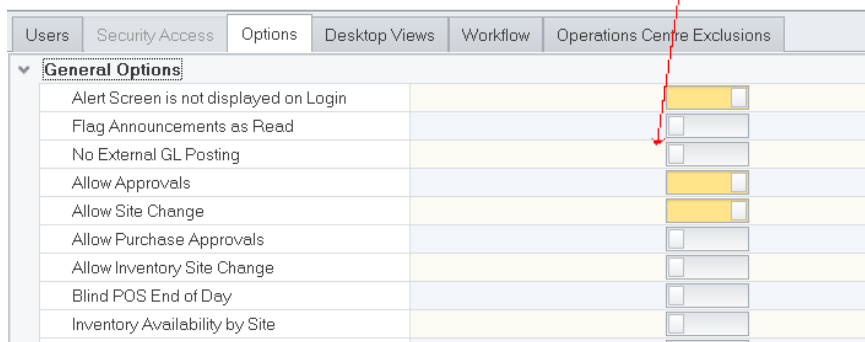If you wish to just post sale invoices and payments as journals (like the classic Quickbooks Link), then select AR Style: "**Post Invoices and Payments as Journals**".

    b. **Company Country**:
        Go to System Settings → Company Information tab – make sure the Country field is filled in. This will facilitate the export of Customers and Suppliers from Ostendo to Quickbooks Online.

2. SYSTEM CONFIGURATION – **USER OPTIONS SETTINGS**

At least one Ostendo User must have their "No External GL Posting" box **unticked/switched off**.

Posting of transactions to Quickbooks Online is initiated when one or more Ostendo users (having "No External GL Posting" unticked/switched off) are logged in.
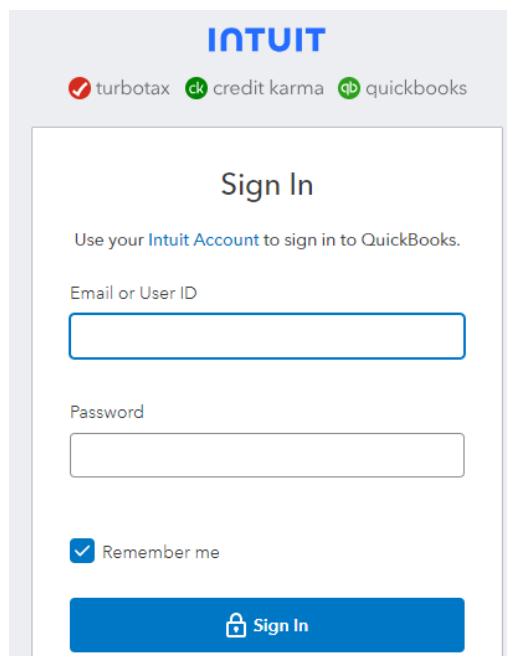
3. SIGN IN TO YOUR QUICKBOOKS ONLINE FILE

   a. Ensure you have the following information:

   The name of the Quickbooks Online file.

   The person doing the Setup should have Administrator rights to the QBO file.

   Go to your Quickbooks login page sign in to Quickbooks Online:

You then select the company file to link to.
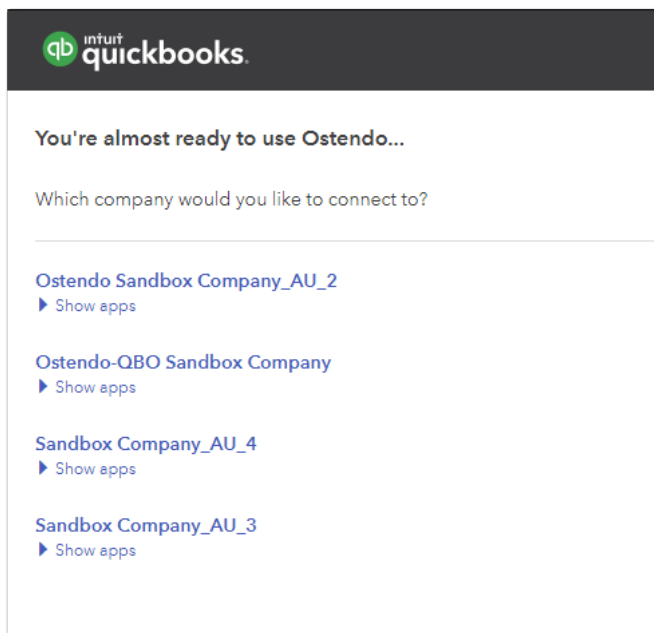
4. FINANCIAL CONFIGURATION – **GENERALLEDGERSETTINGS**

    a. If you have not done so, add a GENERALLEDGERSETTINGS record and select the Accounting Link style "Quickbooks Online" and hit the SAVE button:
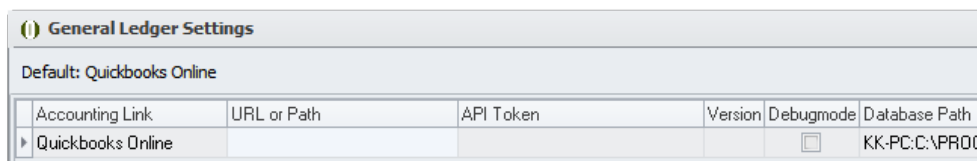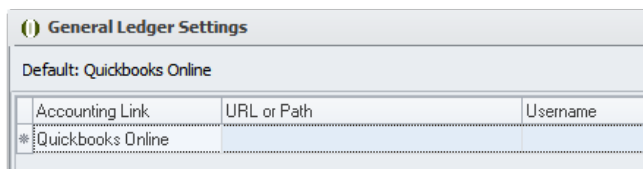
    b. Fill in the URL or Path field with one of the following:

       For Sandbox files (for system testing) : **https://sandbox-quickbooks.api.intuit.com**
       For Live QBO file: **https://quickbooks.api.intuit.com**

       Tick the "DebugMode" box and hit the SAVE button.

General Ledger Settings

Default: Quickbooks Online

Accounting Link	Common Connection	API Token	Version	Debugmode	Database Path
Quickbooks Online	https://sandbox-quickbooks.api.intuit.com			✓	KK-PC:C:\PROG

c. Click on the Update button to load all the required AccountingLink scripts.

General Ledger Settings

Default: Quickbooks Online

Accounting Link	Common Connection	API Token	Version	Debugmode	Database Path
Quickbooks Online	https://sandbox-quickbooks.api.intuit.com		1.06	✓	KK-PC:C:\PROG

d. Click on Setup button to begin the setup process.

Information ✕

ⓘ Please confirm that you wish to connect to your Sandbox file for testing.

Else click "No" to exit and change the URL Path in GeneralLedgerSettings to "https://quickbooks.api.intuit.com"

Then try Setup again.

[Yes]   [No]

i. You then select the company file to link to.

qb intuit **quickbooks.**

You're almost ready to use Ostendo...

Which company would you like to connect to?

Ostendo Sandbox Company_AU_2
▶ Show apps

Ostendo-QBO Sandbox Company
▶ Show apps

Sandbox Company_AU_4
▶ Show apps

Sandbox Company_AU_3
▶ Show apps

ii. Click on Authorize button to link Ostendo to the QBO file.
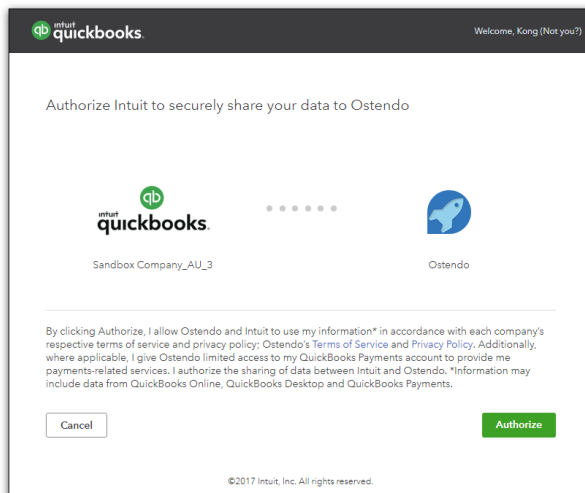
iii.   Once authorized, you should see the following messages:
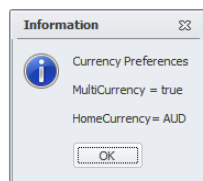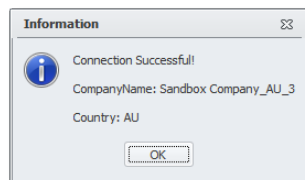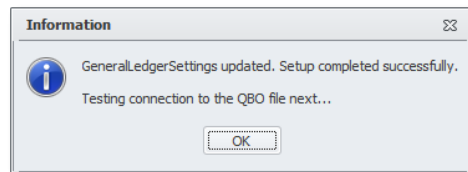
After you have authorised Ostendo to access your QBO file, you may notice the following tab in your browser. You can just close it after Setup has completed successfully. :
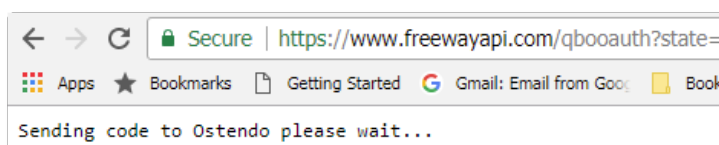
This completes the Setup process.

Close the GeneralLedgerSettings screen and open it again to see the updated information:

Note: It is advisable to set **DebugMode on always**.

e. Click on Import button to import:
    i. Ledger Codes (and Classes if these are set up in QBO)
    ii. Customers from Quickbooks Online (if required)
    iii.   Suppliers from Quickbooks Online (if required)

f. Click on Export button to export:
    i. Customers from Ostendo to Quickbooks Online (if required)
    ii. Suppliers from Ostendo to Quickbooks Online (if required)

Note: The same set of Customers and Suppliers (Vendors) must be set up on both sides.
In QBO, a Customer Name cannot be a Vendor Name and vice versa.

5. FINANCIAL CONFIGURATION – **TAX CODES**

   - Enter the appropriate QBO Tax Codes into the External Tax Code and External Purchase Tax Code column

   Example:

For US sites, any sales tax rate defined in Ostendo where the corresponding tax in QBO is generated by the Automated Sales Tax (AST), the External TaxCode must be set as "TAX" in the Ostendo TaxCodes table.
However, if there are instances where you do not wish to use the AST (e.g. selling to non-US locations), then you need to add these separate taxrates in Ostendo and in QBO and set the External TaxCode in the Ostendo TaxCodes table to be the corresponding tax name defined in QBO.

6. GENERAL – **COST CENTRES**

   a. Please create a special Bank Clearing CostCentre in the Ostendo CostCentres table. The costcentrecode must be **#_BANKCLEARING_#**, and the description could be "QBO Bank Clearing". This is to ensure it does not clash with any other costcentrecodes in your database.

   Then map the appropriate QBO Ledger code to this Cost Centre. In the above example, we have used a QBO Ledger Code called "Bank Clearing"; but you may have some other code (like Ostendo Bank Clearing) which serves a similar purpose.

   b. Map Cost Centres to the appropriate Quickbooks Online Ledger Codes

   Example:

   Note: Make sure all Cost Centres are mapped to the appropriate Quickbooks Online Ledger Code .

Appendix A: Ostendo-Quickbooks Online Data Mapping

1. Suppliers

OSTENDO		Quickbooks Online	
Table	**FieldName**	**Fieldname**	**Resource**
FINANCIALSUPPLIERS	Supplier	DisplayName	Vendor
FINANCIALSUPPLIERS	Supplier	CompanyName	Vendor
FINANCIALSUPPLIERS	SupplierPurchaseName	PrintOnCheckName	Vendor
FINANCIALSUPPLIERS	SupplierAddress1,2,3	BillAddr – Line1,2,3	Vendor
FINANCIALSUPPLIERS	SupplierCity	BillAddr - City	Vendor
FINANCIALSUPPLIERS	SupplierState	BillAddr - CountrySubDivisionCode	Vendor
FINANCIALSUPPLIERS	SupplierPostalCode	BillAddr - PostalCode	Vendor
FINANCIALSUPPLIERS	SupplierCountry	BillAddr - Country	Vendor
FINANCIALSUPPLIERS	SupplierPhone	PrimaryPhone	Vendor
FINANCIALSUPPLIERS	SupplierMobile	Mobile	Vendor
FINANCIALSUPPLIERS	SupplierFax	Fax	Vendor
FINANCIALSUPPLIERS	SupplierEmail	PrimaryEmailAddr	Vendor
FINANCIALSUPPLIERS	SupplierWeb	WebAddr	Vendor
FINANCIALSUPPLIERS	PrimaryContact	GivenName	Vendor
FINANCIALSUPPLIERS	CreditTerm	TermRef	Vendor
FINANCIALSUPPLIERS	CurrencyCode	CurrencyRef	Vendor

2. Customers

OSTENDO		Quickbooks Online	
Table	FieldName	Fieldname	Resource
FINANCIALCUSTOMERS	Customer	DisplayName	Customer
FINANCIALCUSTOMERS	Customer	CompanyName	Customer
FINANCIALCUSTOMERS	CustomerInvoiceName	PrintOnCheckName	Customer
FINANCIALCUSTOMERS	CustomerAddress1,2,3	BillAddr – Line1,2,3	Customer
FINANCIALCUSTOMERS	CustomerCity	BillAddr - City	Customer
FINANCIALCUSTOMERS	CustomerState	BillAddr - CountrySubDivisionCode	Customer
FINANCIALCUSTOMERS	CustomerPostalCode	BillAddr - PostalCode	Customer
FINANCIALCUSTOMERS	CustomerCountry	BillAddr - Country	Customer
FINANCIALCUSTOMERS	DeliveryAddress1,2,3	ShipAddr – Line1,2,3	Customer
FINANCIALCUSTOMERS	DeliveryCity	ShipAddr - City	Customer
FINANCIALCUSTOMERS	DeliveryState	ShipAddr - CountrySubDivisionCode	Customer
FINANCIALCUSTOMERS	DeliveryPostalCode	ShipAddr - PostalCode	Customer
FINANCIALCUSTOMERS	DeliveryCountry	ShipAddr - Country	Customer
FINANCIALCUSTOMERS	CustomerPhone	PrimaryPhone	Customer
FINANCIALCUSTOMERS	CustomerMobile	Mobile	Customer
FINANCIALCUSTOMERS	CustomerFax	Fax	Customer
FINANCIALCUSTOMERS	CustomerEmail	PrimaryEmailAddr	Customer
FINANCIALCUSTOMERS	CustomerWeb	WebAddr	Customer
FINANCIALCUSTOMERS	PrimaryContact	GivenName	Customer
FINANCIALCUSTOMERS	UseBillCustomer	BillWithParent	Customer
FINANCIALCUSTOMERS	BillingCustomer	ParentRef	Customer
FINANCIALCUSTOMERS	CreditTerm	SalesTermRef	Customer
FINANCIALCUSTOMERS	CurrencyCode	CurrencyRef	Customer
FINANCIALCUSTOMERS	TaxGroup	Taxable	Customer

3. JOURNALS (except Customer Payments, Customer Deposits, Invoice Payments and Invoice Deposits)

OSTENDO		Quickbooks Online	
Table	**FieldName**	**Fieldname**	**Resource**
JOURNALHEADER	JournalNumber	DocNumber	JournalEntry
JOURNALHEADER	JournalDate	TxnDate	JournalEntry
JOURNALHEADER	JournalDescription	PrivateNote	JournalEntry
JOURNALLINES	CurrencyCode	CurrencyRef	JournalEntry
JOURNALLINES	ExchangeRate	ExchangeRate	JournalEntry
		Lines:	
JOURNALLINES	LineDescription	Description	JournalEntry
JOURNALLINES	DebitValue / CreditValue	Amount	JournalEntry
JOURNALLINES	DebitOrCredit	PostingType	JournalEntry
JOURNALLINES	LedgerCode	AccountRef	JournalEntry
JOURNALLINES	FinancialCategory	ClassRef	JournalEntry
JOURNALLINES	ExternalTaxCode	TaxRef	JournalEntry
JOURNALLINES	DebitTaxValue / CreditTaxValue	TaxAmount	JournalEntry

4. Journals – Customer Payment, Customer Deposit, Invoice Payment and Invoice Deposit

OSTENDO		Quickbooks Online	
Table	**FieldName**	**Fieldname**	**Resource**
	ExternalID	ID	
JOURNALHEADER	JournalDate	TxnDate	Payment
CUSTOMERPAYMENTS	Customer	CustomerRef	Payment
JOURNALHEADER	JournalDescription	PrivateNote	
JOURNALLINES	CurrencyCode	CurrencyRef	Payment
JOURNALLINES	ExchangeRate	ExchangeRate	Payment
JOURNALHEADER	DebitValue	TotalAmt	Payment
JOURNALHEADER	JournalID	PaymentRefNum	Payment
JOURNALLINES	LedgerCode	DepositToAccountRef	Payment
		LinkedTxn	
JOURNALHEADER	ReferenceNumber	TxnId	Payment
		TxnType (= Invoice)	Payment
JOURNALLINES	DebitValue	Amount	Payment

5. Invoices & CreditNotes (Sales)

OSTENDO		Quickbooks Online	
Table	**FieldName**	**Fieldname**	**Resource**
JOURNALINVHEADER	InvoiceNumber	DocNumber	Invoice / CreditMemo
JOURNALINVHEADER	InvoiceDate	Date	Invoice / CreditMemo
JOURNALINVHEADER	InvoiceReference - PurchaseRef	CustomerMemo	Invoice / CreditMemo
JOURNALINVHEADER	JournalNumber + InvoiceReference	PrivateNote	Invoice / CreditMemo
JOURNALINVHEADER	CompanyName	CustomreRef	Invoice / CreditMemo
JOURNALINVHEADER	InvoiceDueDate	DueDate	Invoice / CreditMemo
JOURNALINVHEADER	CurrencyCode	CurrencyRef	Invoice / CreditMemo
JOURNALINVHEADER	ExchangeRate	ExchangeRate	Invoice / CreditMemo
		Lines :	
JOURNALINVLINES	[InvoiceQty : LineCode] LineDescription	Description	Invoice / CreditMemo
JOURNALINVLINES	ExtendedNettPrice	Amount	Invoice / CreditMemo
JOURNALINVLINES	CreditLedgerCode	ItemRef	Invoice / CreditMemo
JOURNALINVLINES	FinancialCategory	ClassRef	Invoice / CreditMemo
JOURNALINVLINES	InvoiceQty	Qty	Invoice / CreditMemo
JOURNALINVLINES	ExternaltaxCode	TaxcodeRef	Invoice / CreditMemo

6. Invoices & CreditNotes (Purchase)

OSTENDO		Quickbooks Online	
Table	**FieldName**	**Fieldname**	**Resource**
JOURNALINVHEADER	InvoiceNumber	DocNumber	Bill / VendorCredit
JOURNALINVHEADER	InvoiceDate	Date	Bill / VendorCredit
JOURNALINVHEADER	JournalNumber + InvoiceReference	PrivateNote	Bill / VendorCredit
JOURNALINVHEADER	CompanyName	VendorRef	Bill / VendorCredit
JOURNALINVHEADER	InvoiceDueDate	DueDate	Bill / VendorCredit
JOURNALINVHEADER	CurrencyCode	CurrencyRef	Bill / VendorCredit
JOURNALINVHEADER	ExchangeRate	ExchangeRate	Bill / VendorCredit
		Lines :	
JOURNALINVLINES	[InvoiceQty : LineCode] LineDescription	Description	Bill / VendorCredit
JOURNALINVLINES	ExtendedNettPrice	Amount	Bill / VendorCredit
JOURNALINVLINES	DebitLedgerCode	AccountRef	Bill / VendorCredit
JOURNALINVLINES	FinancialCategory	ClassRef	Bill / VendorCredit
JOURNALINVLINES	InvoiceQty	Qty	Bill / VendorCredit
JOURNALINVLINES	ExternaltaxCode	TaxcodeRef	Bill / VendorCredit

Appendix B: Ostendo Payments and Deposits posting to QBO

NOTE: Payments/Deposits created in Ostendo and posted over to QBO should NOT be modified in QBO. If any changes need to be made to payments originating from Ostendo, the user should first delete the payment and then create a new payment in QBO.
This effectively deletes the original payment in Ostendo and posts a new External Payment from QBO to Ostendo to reflect the desired changes..

To ensure that Customer Payments are kept in sync between Ostendo and QBO, payment transactions can only be deleted in QBO. The Accounting Link process will detect such deletions in QBO and delete the associated Payment transactions in Ostendo.

In QBO Company Settings – *Automatically apply credits* should be turned *off.* This will facilitate the proper synchronization of payments between Ostendo and QBO.

Automation		
	Pre-fill forms with previously entered content	Off
	Automatically apply credits	Off
	Automatically invoice unbilled activity	Off
	Automatically apply bill payments	Off

1.   **Restrictions**:
For Ostendo sites integrating with Quickbooks Online (QBO), the following **restrictions** apply:

a.   **Overpayment** of an invoice is not allowed. QBO does not accept invoices to be overpaid. You will get an error like this:

For QBO the Applied Amount must be less than or equal to the Invoice Value.

You should then delete the Ostendo payment and create a new payment with a payment amount equal to (or less than) the invoice balance-due amount.

b.   A creditnote cannot be used to part-offset an invoice when paying an invoice. For example, you cannot raise a Payment of $60 together with a Creditnote of $50 to pay off an invoice amount of $110. You will get an error like this:

For QBO the Applied Amount must be less than or equal to the Payment Amount.

You should then delete the Ostendo payment and create a new one without incorporating any creditnotes.

2. **Customer Payments**:

A payment created in Ostendo will generate a Customer Payment transaction in the JOURNALHEADER table in Ostendo. For example:

JOURNALNU...	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAX...	CREDITVALUE	CREDITTAX...	REFERENCE..
4,385	[ID_4385] Customer Payment: 684 for Basket Case	29.11.2023	Customer Payment	684	110.000	0.000	110.000	0.000	<null>
4,386	Clearing: 684 for Basket Case	29.11.2023	Clearing	684	110.000	0.000	110.000	0.000	<null>

This transaction will be posted across to QBO as a Received Payment with the number starting with "**OstPmt: **".

When a payment is **applied to an invoice** in Ostendo, an **Invoice Payment** transaction will be generated in the JOURNALHEADER table.

JOURNALNU...	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAX...	CREDITVALUE	CREDITTAX...	REFERENCE..
4,385	[ID_4385] Customer Payment: 684 for Basket Case	29.11.2023	Customer Payment	684	110.000	0.000	110.000	0.000	<null>
4,386	Clearing: 684 for Basket Case	29.11.2023	Clearing	684	110.000	0.000	110.000	0.000	<null>
4,387	[ID_4387] Invoice Payment for: 684	29.11.2023	Invoice Payment	684	110.000	0.000	110.000	0.000	S500703

The Invoice Payment transaction is then posted across to QBO to the Received Payment and applied to the associated invoice.

DATE ▼	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
29/11/23	Payment	OstPmt: 684	Basket Case	(Jnl_4385) Customer Payment 684 for Basket Case	–$110.00	✅ Closed
29/11/23	Invoice	S500703	Basket Case	(Jnl_4384) Direct Invoice	$110.00	✅ Paid

a. **Payment with Finance Charge:**

A payment with a Finance Charge applied to an invoice will generate the following JOURNALHEADER transactions for posting across to QBO.

JOURNALNU...	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAX...	CREDITVALUE	CREDITTAX...	REFERENCE..
4,362	[ID_4362] Customer Payment: 680 for Bank West	29.11.2023	Customer Payment	680	220.000	0.000	220.000	0.000	<null>
4,363	Clearing: 680 for Bank West	29.11.2023	Clearing	680	210.000	0.000	210.000	0.000	<null>
4,364	[ID_4364] Charge: 680 for Bank West	29.11.2023	Charge	680	20.000	0.000	20.000	0.000	<null>
4,365	[ID_4365] Payment Charge for : 680	29.11.2023	Payment Charge	680	10.000	0.000	10.000	0.000	<null>
4,366	[ID_4366] Invoice Payment for: 680	29.11.2023	Invoice Payment	680	220.000	0.000	220.000	0.000	S500699

The Customer Payment creates the **Received Payment** in QBO.
The Invoice Payment applies the payment to the invoice in QBO.

DATE ▼	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
29/11/23	Invoice	S500699	Bank West	(Jnl_4368) Direct Invoice	$220.00	✅ Paid
29/11/23	Payment	OstPmt: 680	Bank West	(Jnl_4362) Customer Payment 680 for Bank West	–$220.00	✅ Closed

Journal 4363 - posted to QBO:

#	ACCOUNT	DEBITS (AUD)	CREDITS (AUD)	DESCRIPTION
1	Westpac - EveryBusiness	210.00		Bank Account
2	Bank Clearing		210.00	QBO Bank Clearing

Journal 4364 - posted to QBO:

#	ACCOUNT	DEBITS (AUD)	CREDITS (AUD)	DESCRIPTION
1	Unapplied Cash Payment Income	10.00		Un-applied Customer Payments
2	Customer Payment Rounding		10.00	Customer Payment Rounding
3	Customer Payment Rounding	10.00		Customer Payment Rounding
4	Unapplied Cash Payment Income		10.00	Un-applied Customer Payments

Journal 4365 - posted to QBO:

#	ACCOUNT	DEBITS (AUD)	CREDITS (AUD)	DESCRIPTION
1	Bank charges	10.00		Bank Charges
2	Bank Clearing		10.00	QBO Bank Clearing

b. **Payment with Rounding:**

A payment with rounding will generate the following JOURNALHEADER transactions in Ostendo for posting to QBO:

JOURNALNU...	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAX...	CREDITVALUE	CREDITTAX...	REFERENCE
4,370	[ID_4370] Customer Payment: 681 for Boom FM	29.11.2023	Customer Payment	681	330.000	0.000	330.000	0.000	<null>
4,371	Clearing: 681 for Boom FM	29.11.2023	Clearing	681	328.000	0.000	328.000	0.000	<null>
4,372	[ID_4372] Rounding: 681 for Boom FM	29.11.2023	Rounding	681	2.000	0.000	2.000	0.000	<null>
4,373	[ID_4373] Invoice Payment for: 681	29.11.2023	Invoice Payment	681	330.000	0.000	330.000	0.000	S500700

The Customer Payment creates the **Received Payment** in QBO.
The Invoice Payment applies the payment to the invoice in QBO.

	DATE ▼	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
	29/11/23	Payment	OstPmt: 681	Boom FM	(Jnl_4370) Customer Payment 681 for Boom FM	−$330.00	✅ Closed
	29/11/23	Invoice	S500700	Boom FM	(Jnl_4369) Direct Invoice	$330.00	✅ Paid

Journal 4371 - posted to QBO:

#	ACCOUNT	DEBITS (AUD)	CREDITS (AUD)	DESCRIPTION
1	Westpac - EveryBusiness	328.00		Bank Account
2	Bank Clearing		328.00	QBO Bank Clearing

Journal 4372 (rounding) - posted to QBO:

#	ACCOUNT	DEBITS (AUD)	CREDITS (AUD)	DESCRIPTION
1	Customer Payment Rounding	2.00		Customer Payment Rounding
2	Bank Clearing		2.00	QBO Bank Clearing

c.   **Payment with Discount:**

A payment with discount will generate the following JOURNALHEADER transactions in Ostendo for posting to QBO:

JOURNALNU...	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAX...	CREDITVALUE	CREDITTAX...	REFERENCE.
4,375	[ID_4375] Customer Payment: 682 for Basket Case	29.11.2023	Customer Payment	682	400.000	0.000	400.000	0.000	<null>
4,376	Clearing: 682 for Basket Case	29.11.2023	Clearing	682	400.000	0.000	400.000	0.000	<null>
4,377	[ID_4377] Invoice Payment for: 682	29.11.2023	Invoice Payment	682	400.000	0.000	400.000	0.000	S500701

The Discount will generate a JOURNALINVHEADER transaction for posting into QBO as an **AdjustmentNote** (CreditNote).

JOURNALNUMBER	INVOICEDATE	INVOICETYPE	INVOICENUMBER	INVOICEREFERENCE	INVOICEDUEDATE	INVOICENETTTO...	INVOICETOTAL	INVOICETAXTOTAL	APPLYTOINVOIC...
4,378	29.11.2023	Sales	DISC_682_S500701	Payment Discount:	29.11.2023	-36.360	-40.000	-3.640	S500701

After posting all the above JOURNALHEADER and JOURNALINVHEADER transactions into QBO, you will need to manually create a **zero-value ReceivePayment** to match the Discount to the partially paid invoice.

	DATE ▾	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
☐	29/11/23	Payment	OstPmt: 682	Basket Case	(Jnl_4375) Customer Payment 682 for Basket Case	–$400.00	✅ Closed
☐	29/11/23	Adjustment Note	DISC_682_S500701	Basket Case	(Jnl_4378) Payment Discount	–$40.00	Unapplied
☐	29/11/23	Invoice	S500701	Basket Case	(Jnl_4374) Direct Invoice	$440.00	Partially paid $40.00 due

Journal 4376 - posted to QBO:

#	ACCOUNT	DEBITS (AUD)	CREDITS (AUD)	DESCRIPTION
1	Westpac - EveryBusiness	400.00		Bank Account
2	Bank Clearing		400.00	QBO Bank Clearing

Manually created (zero-value) ReceivePayment:

After matching the discount to the partially paid invoice in QBO:

> **_Note:_** Payments with a combination of Charge, Rounding, and Discount will be handled in a similar manner.

3. **Customer Deposits**:

A Deposit created in Ostendo will generate a **Customer Deposit** transaction in the JOURNALHEADER table in Ostendo. For example:

JOURNALNUMBER	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAXVALUE	CREDITVALUE	CREDITTAXVALUE
4,205	[ID_4205] Customer Deposit: 99 for Bank West	01.11.2023	Customer Deposit	99	500.000	0.000	500.000	0.000

Like payments, a Customer Deposit posted to QBO will also generate a **Receive Payment**. The format of the Receive Payment Number in QBO is "**OstDep: **" followed by the DepositNumber.:

	1/11/23	Payment	OstDep: 99	Bank West	(Jnl_4205) Customer Deposit 99 for Bank West	–$500.00	Unapplied

In Ostendo, a payment can be raised with PaymentStyle of "**Use Customer Deposit**" to apply all or part of the deposit to an invoice. The JOURNALHEADER transactions generated would look like this:

JOURNALNUMBER	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAXVALUE	CREDITVALUE	CREDITTAXVALUE	REFERENCE
4,205	[ID_4205] Customer Deposit: 99 for Bank West	01.11.2023	Customer Deposit	99	500.000	0.000	500.000	0.000	<null>
4,207	[ID_4207] Invoice Deposit for: 99	01.11.2023	Invoice Deposit	99	220.000	0.000	220.000	0.000	S500676

When the **Invoice Deposit** transaction is posted across to QBO, it will apply the payment to the referenced invoice:

	1/11/23	Invoice	S500676	Bank West	(Jnl_4206) Direct Invoice	$220.00	Paid
	1/11/23	Payment	OstDep: 99	Bank West	(Jnl_4205) Customer Deposit 99 for Bank West	–$500.00	Paid $280.00 credit

Note that in Ostendo there may be more than one payment relating to the same Deposit Number. However in QBO, there is *only one Receive Payment per Deposit Number*. The Ostendo-QBO link program will ensure that multiple Ostendo payments relating to the same Deposit will be posted to the one Receive Payment in QBO using the same Deposit Number.

4. **Refunding CreditNotes:**

Creditnotes created in Ostendo are posted across to QBO as **AdjustmentNotes.**
A negative payment can be raised in Ostendo to refund a creditnote.

When a CreditNote is created in Ostendo, it will generate a **JOURNALINVHEADER** transaction to be posted across to QBO as an **AdjustmentNote**:

JOURNALNUMBER	INVOICEDATE	INVOICETYPE	INVOICENUMBER	INVOICEREFERENCE	INVOICEDUEDATE	INVOICENETTO...	INVOICETOTAL	INVOICETAXTOTAL
4,379	29.11.2023	Sales	S500702	Direct Invoice:	20.12.2023	-100.000	-110.000	-10.000

	DATE ▼	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
☐	29/11/23	Adjustment Note	S500702	Bank West	(Jnl_4379) Direct Invoice	–$110.00	Unapplied

When a negative Payment is created in Ostendo and applied against the CreditNote, it will be posted across to QBO as an **Expense**:

JOURNALNU...	JOURNALDESCRIPTION	JOURNALDATE	JOURNALTYPE	JOURNALID	DEBITVALUE	DEBITTAX...	CREDITVALUE	CREDITTAX...	REFERENCE...
4,380	[ID_4380] Customer Payment: 683 for Bank West	29.11.2023	Customer Payment	683	110.000	0.000	110.000	0.000	<null>
4,381	Clearing: 683 for Bank West	29.11.2023	Clearing	683	110.000	0.000	110.000	0.000	<null>
4,382	[ID_4382] Invoice Payment for: 683	29.11.2023	Invoice Payment	683	-110.000	0.000	-110.000	0.000	S500702

	DATE ▼	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
☐	29/11/23	Cheque Expense		Bank West		$110.00	✅ Paid
☐	29/11/23	Adjustment Note	S500702	Bank West	(Jnl_4379) Direct Invoice	–$110.00	Unapplied

In QBO, you need to *__manually create a zero-value Receive Payment__* to match the refund Expense against the relevant AdjustmentNote.

The transactions in QBO will now look like this after creating and saving the zero-value payment:

	DATE ▼	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
☐	29/11/23	Payment		Bank West		$0.00	✅ Closed
☐	29/11/23	Cheque Expense		Bank West		$110.00	✅ Paid
☐	29/11/23	Adjustment Note	S500702	Bank West	(Jnl_4379) Direct Invoice	–$110.00	✅ Applied

5. **Matching Credit to Invoice in Ostendo:**

Sales Invoices created in Ostendo are posted across as Invoices in QBO.

	DATE ▾	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
☐	2/11/23	Adjustment Note	S500679	Basket Case	(4212) Direct Invoice	–$110.00	Unapplied
☐	2/11/23	Invoice	S500678	Basket Case	(Jnl_4211) Direct Invoice	$110.00	Due in 48 days

CreditNotes are posted across to QBO as AdjustmentNotes.
When Payment Style "**Match Credits to Invoices**" is used in Ostendo , _**no**_ financial transactions are generated, and consequently, _**no**_ JOURNALHEADER transactions will be generated for posting of this "payment" to QBO. In other words, this "payment" will not be automatically posted across to QBO.

So in QBO, you will need to manually create a _**zero-value payment**_ to match the AdjustmentNote against the sales invoice:

	DATE ▾	TYPE	NO.	CUSTOMER	MEMO	AMOUNT		STATUS
☐	2/11/23	Payment		Basket Case		$0.00	✔	Closed
☐	2/11/23	Adjustment Note	S500679	Basket Case	(4212) Direct Invoice	–$110.00	✔	Applied
☐	2/11/23	Invoice	S500678	Basket Case	(Jnl_4211) Direct Invoice	$110.00	✔	Paid

*** End of Document ***