INDITION COMMERCE

QuickBooks Frequently Asked Questions

Answers for setup, imports, account mapping and inventory corrections.

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Getting started

Does this work with Desktop and Online

Yes. Desktop uses an IIF download that you import into the company. Online can use a connected automatic sync. A sales CSV is available for a compatible importer; its columns must be mapped as that importer requires.

Where do I find the settings

Open Orders → QuickBooks. In a setup with several groups, open the intended company's group. Inventory delivery choices are in Inventory → Settings → QuickBooks Inventory Adjustments.

Desktop accounts and tax

Are the account names filled in

Yes. The six sales fields contain suggested names: Undeposited Funds, Sales, Sales Tax Payable, Shipping Income, Sales Discounts and Card Processing Fees. Inventory adds Inventory Asset and Inventory Shrinkage when enabled. Each field explains its purpose. Saved custom names are retained; a blank account field uses the suggested name.

Can each customer use their own chart of accounts

Yes. Enter the exact existing account names for each company and save. Include Parent:Subaccount for a subaccount. Saving these names does not create Desktop accounts.

What is the sales tax agency vendor

It is the vendor selected on the sales-tax item in QuickBooks, separate from the sales-tax liability account. Copy that exact vendor name into the company setting. It must already exist. The field has no shared default and is required for IIF downloads containing sales tax.

What does an account does not exist message mean

QuickBooks could not match a name in the file to that company's chart of accounts. Confirm the spelling and full subaccount path. Create the account agreed with your bookkeeper, or change the Indition mapping and download the batch again.

What if QuickBooks accepts only some records

Keep the failed-record file and read the individual errors. Correct the account or vendor setup and retry the failed records. Check which entries already succeeded before importing again. A new download of the full batch can repeat accepted records.

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Inventory adjustments

Can I choose manual adjustments or cycle counts

Yes. The two switches are independent, so choose either or both. The manual switch starts off; the existing cycle-count choice is retained. Save the choices before making the corrections you want to send.

Will older adjustments be included when I switch it on

No. Each switch captures eligible changes made while it is on. Completed cycle counts contribute their net value difference. Changes with no monetary value do not create a journal.

How is a shortage or overage valued

Shortages use the first in first out cost of stock removed; added stock uses recorded cost. The adjustment changes the inventory asset account and the selected inventory adjustment account. It uses cost rather than the selling price.

Are sales receipts and transfers included as corrections

Ordinary sales, order returns, purchase receipts and stock transfers are excluded from this adjustment workflow. The sales export continues separately. Manual on-hand corrections and direct stock adjustments are covered when enabled.

Do adjustments work with daily summary and with no sales

Yes. Adjustments remain separate journals at all three sales detail levels. An IIF download or Online sync can contain adjustments with no new sales. CSV downloads contain sales only.

What happens to a shared stock location

If all its stores lead to one QuickBooks company, it contributes one journal. If stores lead to different companies, a notice asks you to review the assignments and the adjustment waits. A location shared by multiple stores has no individual store class on its inventory journal.

Sync and history

How often does Online sync run

Choose Daily or Monthly, or select Run sync now. If a connection or mapping error interrupts the run, correct it and retry. Online sync checks existing journal references before posting.

Is a re download identical to the original file

It uses the recorded batch selection, including that batch's inventory adjustments, and excludes newer adjustments. It rebuilds the file using current records and settings, so account mapping changes can alter the result. It is not an archived copy of the file bytes.

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Does downloaded mean imported successfully

No. Indition records file production. Review the result in QuickBooks Desktop to confirm acceptance. Keep failed records for correction and retry.

Is my client secret shown to users

It is stored encrypted and is write-only on the settings screen. Leave the blank field unchanged to retain it. Never include the secret or connection tokens in a support conversation.

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