indition QuickBooks

QuickBooks

Frequently Asked Questions

For store owners, bookkeepers, and admins · Version 5.5.2 · 2026-07-02

About these answers

This page answers the questions store owners and bookkeepers ask most about the **Orders → QuickBooks** tool in Indition Commerce. If you just want to hand your accountant a file, start with *Getting started* and *Downloading files*. If you want Indition to post your sales into QuickBooks Online automatically, read *Connecting QuickBooks Online* and *Automatic sync*.

Getting started

What is the Orders → QuickBooks feature?

It is a back-office tool that gets your store's sales into QuickBooks. It works two ways. First, you can **download a file** — an IIF file for QuickBooks Desktop or a CSV for QuickBooks Online — and import it into QuickBooks yourself. Second, you can turn on **Automatic sync**, which connects a QuickBooks Online company and posts each order for you on a schedule, so you never touch a file. Both methods turn your orders into proper, balanced accounting entries.

Do I need QuickBooks Online, or does this work with Desktop too?

Both are supported, but in different ways. QuickBooks **Desktop** users download the **IIF** file and import it into the desktop program. QuickBooks **Online** users can either download the **CSV** file and import it, or connect their company and let Automatic sync post entries directly.

Automatic sync is a QuickBooks Online feature only — Desktop does not have an online connection for us to post into.

Where do I find it?

In the back office, open **Orders → QuickBooks**. The very first time, the screen shows two large cards under the heading "Send your sales to QuickBooks": one for **Download a QuickBooks file** and one for **Automatic sync**. Pick the one that matches how you work. You need a back-office role such as store admin or manager to open the page.

Do I have to connect anything just to download a file?

No. Downloading a file needs no connection, no login to QuickBooks, and no setup. Choose **Download a QuickBooks file**, pick your format and detail level, and the file downloads straight away. Connecting is only required for Automatic sync.

Downloading files

IIF or CSV — which do I pick?

Pick **IIF** if you use QuickBooks **Desktop**. Pick **CSV** if you use QuickBooks **Online** or another program that imports spreadsheets. You choose the format at the moment you download, and you can produce either format from any past export in your history — so if you guess wrong, just re-download the other one.

What are the three detail levels?

The detail level (also called granularity) decides how much your orders are grouped together:

- **One entry per order** — each order becomes its own accounting entry, with the order number recorded on it. Choose this for the most detail.
- **Daily summary** — one condensed entry per day showing cash, net sales, and tax. Choose this if you want your books tidy and don't need every order line by line.
- **Daily split** — one entry per day, but broken out across every account: gross sales, discount, sales tax, shipping, and card fee. Choose this for daily totals with a full account breakdown.

What does "since last export" mean versus a date range?

Since last export hands you only the orders that are newer than the last file you pulled — so you never export the same day twice by accident. **Date range** lets you set an explicit From and To date and get every order in that window (whole days, start of the From day to the end of the

To day). There are also quick presets on the screen — This month, Last month, This quarter, Last quarter, This year, Last year, and All orders — to fill in a date range for you.

Can I re-download a past export?

Yes, any time. Every download is kept in the history grid with a re-download action. When you re-download, Indition replays the *exact* range of orders that were in the original export, so you always get an identical file. Indition doesn't keep the file itself — it rebuilds it on demand from that stored order range, which is why the result is always the same.

Where does the file go, and what is it named?

The file downloads through your browser to wherever your browser saves downloads. It is named `quickbooks-sales-YYYYMMDD-His.iif` or `...csv` — the date and time of the export, with the right extension. After the download starts, the screen shows a confirmation like "Exported N orders" with the starting and ending order numbers.

The accounting

How are my sales turned into accounting entries?

Each order (or each day, for the summary levels) becomes a balanced General Journal entry with six categories, taken straight from your order's own totals:

- **Cash received** (default account *Undeposited Funds*)
- **Discounts** (*Sales Discounts*)
- **Item sales** (*Sales*)
- **Sales tax** (*Sales Tax Payable*)
- **Shipping** (*Shipping Income*)
- **Card fees** (*Card Processing Fees*)

These names are just starting points — see the account-name question below.

Why is "Cash received" bigger than the order total?

Because a card surcharge, when you charge one, is added **on top of** the order total — the customer pays it in addition to what they bought. So the cash that actually landed in your account is the order total *plus* that surcharge. The Cash received line reflects the real money received, and the surcharge is booked separately as a Card fee. If a customer's order total was $100 and you added a $3 surcharge, Cash received is $103 and Card fees is $3.

Will the entries balance?

Yes. Every entry is forced to balance to exactly zero before it goes anywhere, so debits always equal credits. If a tiny rounding difference ever appears (fractions of a cent), it is absorbed by the Sales line so the entry still balances perfectly. You will never import an unbalanced entry.

Can I use my own account names?

Yes. The six categories above are only defaults. For Automatic sync, the connection settings show a dropdown for each category, filled from your QuickBooks company's actual chart of accounts, and Indition tries to auto-match each one to your closest-named account — you can change any of them. For file downloads, the default names are written into the file and you simply rename them during import in QuickBooks.

What's in a daily summary versus a full split?

A **daily summary** is deliberately minimal — one entry a day covering cash, net sales, and tax — good for keeping your books uncluttered. A **daily split** covers the same day but itemizes it across every account (gross sales, discount, sales tax, shipping, and card fee), so you keep a full breakdown while still collapsing to one entry per day.

Connecting QuickBooks Online

What do I need to connect?

You create a free app in the **Intuit Developer** portal (developer.intuit.com → My Apps → Create an app → QuickBooks Online Accounting), then copy its **Client ID** and **Client Secret** into the connection settings in Indition. Set the app's **Redirect URI** to the exact value shown on the Indition page, Save, then click **Connect to QuickBooks** and choose your company. You never type your Company (Realm) ID — it is captured automatically when you approve the connection.

What is sandbox versus production?

Sandbox is a test QuickBooks company Intuit gives developers, for trying things out without touching real books. **Production** is your real live company. The connection has an environment toggle that switches between them. Use sandbox to confirm everything looks right, then switch to production when you're ready to post real entries.

Is my Client Secret safe?

Yes. Your Client Secret, along with the sync tokens, is stored encrypted. In the settings screen the Client Secret is write-only — once saved, it never displays again, and you leave it blank to keep the one already stored. Only enter it again if you need to replace it.

How do I test the connection?

Use the **Test connection** action on the connection settings. It checks the connection and returns the name of the QuickBooks company you're linked to, so you can confirm at a glance that you're pointed at the right books before any sync runs.

How do I disconnect?

Click **Disconnect** on the connection. That forgets the stored tokens and company for that connection and turns off Automatic sync for it. Your order data and your export history are untouched — disconnecting only breaks the QuickBooks link.

Automatic sync

How often does it run?

You choose **daily** or **monthly**. Daily posts every day; monthly posts on the day of the month you pick (for example, the 1st). The default run time is 2:30 AM, so sales post overnight without you doing anything.

Will it post the same order twice if it runs again?

No. Each order is posted with its order number as the entry's document number. Before posting, Indition checks whether an entry with that order number already exists in QuickBooks and skips it if it does. That means a sync can safely re-run without ever creating duplicates.

What happens if a sync hits an error?

The sync stops at the first hard error rather than hammering a broken connection. The error is recorded in your history, and the orders that didn't make it are picked up automatically on the next run — the sync resumes right after the last order that posted successfully. Expired access is also handled quietly: Indition refreshes it and retries once.

Can I run it right now?

Yes. Use **Run sync now** to post immediately instead of waiting for the schedule. You can run one group on its own, or retry all groups from the history grid.

Is this a cron job I have to set up?

No. It runs as a built-in **Scheduled Job** inside Indition (visible under Admin → Scheduled Jobs). You don't create or configure any server cron. The job is switched on and off automatically to match your on-screen Automatic sync setting — turn the feature on and the schedule is active; turn it off and the schedule goes idle.

Multiple stores

Can each store go to a different QuickBooks company?

Yes. When you have more than one store, the screen becomes a multi-store home with a card for each **group**. A group is a connection plus the stores mapped to it, and each group has its own delivery method, its own account mapping, and — for Automatic sync — its own QuickBooks company. So one store can post to one company and another store to a different company.

How are several stores kept separate inside one QuickBooks company?

If you'd rather send several stores into a *single* company, you choose a separation mode so you can still tell them apart:

- **Class** — tags each entry with a QuickBooks Class set to the store's name.
- **Memo** — puts the store's name at the front of the entry's memo.
- **None** — no separation; entries are simply combined.

There are also quick presets — “All together” puts every store in one group, and “One per store” scaffolds a group for each store.

What happens to a store I didn't assign?

Nothing gets lost. There is a **default group** called “All stores” that catches any store you haven't mapped to a specific group. Every store always belongs to exactly one group, so no order is ever orphaned.

History & troubleshooting

What does the history grid show?

It records every download and every automatic sync — successes and errors alike. Each row shows the starting and ending order number, how many orders were included, the total amount, who ran it, and the date, plus a status of Downloaded, Sent, or Error. From a row you can re-download as IIF or CSV, or delete the record. Deleting a history row never touches your actual order data.

It says there's nothing to export — why?

That means there are no new orders since your last export. On “since last export” scope, once you've captured everything, there's nothing newer to send until more orders come in. A clean automatic run with nothing new is intentionally *not* recorded, so it doesn't clutter your history with empty rows. The first-time empty screen also tells you how many orders are waiting.

My card fees show as zero — why?

Card fees show as zero when no surcharge was collected on those orders. On some older store setups that don't track a card-fee amount at all, the card fee is safely exported as zero rather than causing an error. If you do charge a surcharge and still see zero, check whether card-fee tracking is enabled on your store.

The dates look off by a few hours — why?

Orders are filtered and dated by your store database's timezone, not by your computer's clock. The quick date presets on the screen are computed from your browser's clock, so on a boundary day they can look a few hours out from what the orders themselves use. If exact cut-offs matter, use an explicit date range rather than a preset.

I'm not connected — what do I check?

Work through these in order: confirm you picked **Automatic sync** as the method; confirm the Client ID and Client Secret are entered; confirm the Redirect URI in your Intuit app exactly matches the one shown on the Indition page; then use **Connect to QuickBooks** to choose the company, and **Test connection** to confirm the company name comes back. If the environment is set to sandbox, remember you're pointed at a test company, not your live books.
