INDITION COMMERCE

QuickBooks

User Manual — the complete guide to getting your sales into QuickBooks: choosing how they arrive, downloading files, connecting QuickBooks Online, mapping accounts, splitting by store, and reading the history.

QuickBooks for Orders · Version 5.5.2 · Updated 2026-07-02

About this manual

The **QuickBooks** tool turns your store's completed sales into accounting records you can drop straight into QuickBooks — either as a file you import yourself, or posted for you automatically. It reads the money on each order (item sales, discounts, tax, shipping, and any card fee) and turns it into balanced double-entry accounting so your books stay tidy without hand-keying a single sale.

It is built for the **store owner or bookkeeper** who wants their sales in QuickBooks with as little fuss as possible — no accounting background required. You reach it in the back office under **Orders → QuickBooks**.

There are **two ways your sales can reach QuickBooks**:

- **Download a QuickBooks file** — the tool builds a file (IIF for QuickBooks Desktop, or CSV for QuickBooks Online and most importers) that you download and import yourself. No connection to QuickBooks is needed.
- **Automatic sync** — you connect a QuickBooks Online company once, and the tool posts each order for you on a schedule. No files, no importing.

What's inside

1. Choosing how your sales reach QuickBooks

When you first open **Orders → QuickBooks**, you'll see a heading that reads *"Send your sales to QuickBooks"* and two large cards. Until you pick one, that's all that shows — the tool waits for you to say how you'd like your sales delivered.

The two method cards

- **Download a QuickBooks file** — the hands-on option. You choose a format and detail level, click download, and import the file into QuickBooks yourself. Nothing is sent anywhere; there is no account to connect.

- **Automatic sync** (also labelled **Send Via API**) — the hands-off option. You connect a QuickBooks Online company once, and from then on the tool posts your orders to QuickBooks on a schedule you choose.

Picking or switching your method

Click the card for the method you want. Choosing **Automatic sync** opens the connection and mapping screens covered in sections 4–6; choosing **Download a QuickBooks file** takes you straight to the download screen in section 2. You can switch methods at any time — your choice is remembered, and changing it never deletes anything you've already exported.

Not sure which to pick? If you run QuickBooks Desktop, or you simply like reviewing each batch before it lands in your books, choose **Download a QuickBooks file**. If you run QuickBooks Online and want your sales to appear without you lifting a finger, choose **Automatic sync**.

2. Downloading a QuickBooks file

The download screen lets you build a file of your sales and pull it down to your computer. You'll make three quick choices — the **format**, the **detail level**, and the **scope** (which orders to include) — and then download.

Choosing a format

You pick the format at the moment you download:

- **IIF** — for **QuickBooks Desktop**.
- **CSV** — for **QuickBooks Online** and most other accounting importers.

Either format can be produced from any batch, so you're never locked in by an earlier choice.

Choosing a detail level

The detail level decides how much your orders are grouped together before they go into the file. There are three:

Detail level	What you get	Best for
Per order	One accounting entry for every single order. In IIF the order number becomes the entry's document number.	Keeping every sale visible individually in QuickBooks.
Daily summary	One short, condensed entry per day — just cash, net sales, and tax rolled together.	A tidy, low-clutter set of books where you only care about daily totals.
Daily split	One entry per day, but broken out across every account (gross sales, discount, sales tax, shipping, card fee, and order total).	Daily totals that still show where every dollar landed.

In a CSV, the columns follow the detail level: *Per order* gives one row per order; *Daily summary* gives Date, Orders, Net Sales, Sales Tax, and Order Total; *Daily split* gives Date, Orders, Gross Sales, Discount, Sales Tax, Shipping, Card Fee, and Order Total.

Choosing the scope

Scope decides *which* orders go into this file. There are two modes:

- **Since last export** — everything new since the last file you pulled. The tool keeps track of where you left off, so you never re-export the same orders by accident and never miss one.
- **Date range** — an explicit **From** and **To** window. Whole days are included (from the start of the From date to the end of the To date).

To make date ranges quick, the screen offers **presets**: *This month*, *Last month*, *This quarter*, *Last quarter*, *This year*, *Last year*, and *All orders*. Click one and the From/To dates fill in for you.

> **A note on dates.** The date presets are worked out from the clock, but the orders themselves are always selected by your store's database time zone (see the troubleshooting section). If a sale lands near midnight, trust the store's time zone rather than your own.

Downloading the file

1. Pick your **format** (IIF or CSV) and **detail level**.
2. Choose your **scope** — either *Since last export* or a *Date range* (using a preset if you like).
3. Start the download. The screen kicks off the file automatically and shows a confirmation such as *"Exported 42 orders (1001 to 1042). Your CSV download is starting."*

The file downloads to your browser's usual downloads folder. Its name looks like `quickbooks-sales-YYYYMMDD-His.iif` (or `.csv`) — the date and time are baked into the name so files never clash.

Re-downloading a past export

Every download is remembered in the history grid (section 8). To pull the same batch again, use the re-download action there and choose IIF or CSV. The tool replays the *exact* set of orders from that original batch, so a re-download always contains identical data. The file itself is never stored — it is rebuilt on demand from your orders each time, which is why it stays perfectly consistent.

3. Understanding what's in the file (the accounting)

You don't need to be an accountant to use this tool, but it helps to know what the tool is doing on your behalf. Each order (or each day, depending on your detail level) becomes a **balanced journal entry** — the accounting term for a record where the debits and the credits add up to exactly the same total. That balance is what keeps your books correct.

The six posting categories

The money on every order is sorted into six categories. Three are debits and three are credits, and together they always balance to zero:

Category	Default account	Debit or credit	What it's from
Cash received	Undeposited Funds	Debit	The order total *plus* any card fee — the actual money that came in.
Discounts	Sales Discounts	Debit	Any discount applied to the order.
Item sales	Sales	Credit	Gross value of the items sold (before discount and tax).
Sales tax	Sales Tax Payable	Credit	Sales tax collected, including any tax on shipping.
Shipping	Shipping Income	Credit	Shipping charged to the customer.
Card fees	Card Processing Fees	Credit	The card surcharge, collected on top of the order total.

The one rule worth remembering. The card surcharge is charged **on top of** the order total, not taken out of it. That means the **Cash received** line (Undeposited Funds) equals the **order total plus the card fee** — because that's exactly how much money arrived. If you ever wonder why cash received is a little higher than the order total, this is why.

Every entry is forced to balance to exactly zero. If rounding ever leaves a stray cent, the tool absorbs it into the Sales line so the entry never goes out of balance. The *Daily summary* detail level condenses all of this down to just cash, net sales, and tax.

About the account names. The names above (Undeposited Funds, Sales, and so on) are sensible defaults. In a downloaded file you can rename them when you import into QuickBooks. With automatic sync, you map each category to a real account in your chart of accounts (see section 6) — so the names you actually see are entirely up to you.

4. Connecting QuickBooks Online (automatic sync)

Automatic sync posts your sales straight into QuickBooks Online. Setting it up is a one-time job with two parts: creating a small free “app” in Intuit's developer portal (this is how QuickBooks authorizes the connection), and then connecting your company.

One-time setup

1. Go to the **Intuit Developer** portal at `developer.intuit.com`, sign in, and open **My Apps → Create an app → QuickBooks Online Accounting**. This creates the free app that lets Indition talk to your books.
2. From that app, copy its **Client ID** and **Client Secret**, and paste them into the connection screen in Indition.
3. Choose the environment: **Sandbox** for testing against a practice company, or **Production** for your real QuickBooks company. (This simply points the connection at the matching QuickBooks system.)
4. Copy the **Redirect URI** shown on the Indition screen (it ends in `/quickbooks/oauthCallback`) and paste it into your Intuit app's Redirect URI setting. This is what lets QuickBooks send you safely back to Indition after you approve the connection.
5. Click **Save**, then **Connect to QuickBooks**. QuickBooks opens, you approve access, and you **choose the company** to connect. The company ID is captured for you automatically — you never type it in.

> **Your secrets are safe.** The client secret and the connection tokens are stored **encrypted**. The client secret is also **write-only** in the screen — once saved, it's never shown back to you. To keep the stored one, simply leave the client secret field blank when you save other changes.

Testing and disconnecting

- **Test connection** — checks the connection and shows you the name of the connected QuickBooks company, so you can confirm you linked the right one.
- **Disconnect** — forgets the stored connection and turns automatic sync off for that connection. Your past exports and history are untouched; you can always reconnect later.

5. How automatic sync works day to day

Once connected, automatic sync runs quietly in the background. Here's what actually happens.

One entry per order, safely

Each order is posted as its own balanced journal entry. The entry's document number is the **order number**, and its note reads *“Order <number> (<date>)”*. Because the order number is used as the document number, the tool can check whether an order is already in QuickBooks before posting it — if it's there, it's skipped. This means a sync can be safely re-run without ever creating duplicates.

The schedule

Sync runs automatically on a schedule — you set the **frequency** to either **Daily** or **Monthly** (and, for monthly, which day of the month). The default run time is **02:30**. This runs as a built-in platform **Scheduled Job** (visible under **Admin → Scheduled Jobs**) — there is nothing to set up on a server and no manual cron to configure. When you turn automatic sync on or off on the page, the scheduled job is switched on or off to match, automatically.

Running it right now

If you don't want to wait for the scheduled run, use **Run sync now** to post any waiting orders immediately.

> **If something goes wrong mid-run.** If the sync hits a hard error — say QuickBooks is briefly unreachable — it **stops** rather than hammering a broken connection. Nothing is lost: the next run simply resumes right after the last order that posted successfully. Orders that errored are picked up and retried on the following run.

6. Mapping your accounts

“Mapping” just means telling the tool which real account in your chart of accounts each of the six categories should land in. With automatic sync, the connection screen fetches your company's chart of accounts live and shows a dropdown for each category.

- **Auto-match** — the tool does the first pass for you, matching each category to the closest-named account it can find (an exact name wins; otherwise it looks for a partial or word match).
- **Override** — you can change any of the six dropdowns to whatever account you prefer. Nothing is set in stone.
- **Find-or-create** — if you map a category to an account name that doesn't yet exist in QuickBooks, the sync creates it for you (with a sensible account type) rather than failing.

For downloaded files there are no dropdowns — the file uses the six default account names, and you assign or rename them when you import into QuickBooks.

7. Multiple stores (groups)

If you run **more than one** store, the QuickBooks screen changes to a **multi-store home**: instead of one set of settings, you see a card for each **group**, alongside the shared history grid. (With a single store you see the single-store screen — though even a single store can opt into splitting, using the *Split by store* toggle and separation control.)

What a group is

A **group** is one connection plus the stores assigned to it. Each group has its own delivery method (download or automatic sync), its own account mapping, its own separation mode, and — if it uses automatic sync — its own QuickBooks company. Every store belongs to exactly one group. A built-in **default group** called *"All stores"* catches any store you haven't assigned elsewhere, so no order is ever left out.

Keeping stores apart inside one company (separation mode)

When several stores post into the *same* QuickBooks company, the **separation mode** decides how you tell them apart:

- **Class** — each entry is tagged with a QuickBooks *Class* set to the store name. This is the cleanest option if you already use class tracking in QuickBooks.
- **Memo** — each entry's memo is prefixed with the store name. No class tracking needed.
- **None** — entries are not separated at all; all stores post together with no store marker.

Setting groups up quickly

Two **presets** scaffold your groups in one click:

- **All together** — one group holding every store.
- **One per store** — a separate group for each store.

From there you can create groups, choose which stores belong to each, and set a group's own download timeframe and detail level. Each group also has its own **Run sync now**.

> **How orders are matched to stores.** Each order is linked to the store it was placed in, and that link is what decides which group — and therefore which QuickBooks company — the order posts to.

8. The export history

Every download and every automatic sync is recorded in the history grid (labelled **Results**) — both successes and errors. This is your running record of everything that's gone to QuickBooks.

What the grid shows

Column	What it tells you
Starting / Ending Order #	The range of orders included in that batch.
Orders	How many orders were in the batch.
Total	The total amount of the batch.
Exported By	The user who ran it.
Export Date	When it ran.
Status	*Downloaded*, *Sent*, or *Error*.

Actions on each row

- **Re-download** as IIF or CSV — rebuilds the exact same batch (see section 2).
- **Delete** the record — removes the history row only. It **never touches your orders** or anything in QuickBooks; it just tidies the list.

> **The first time you open it.** Before you've run anything, the grid shows a friendly empty state that tells you how many orders are waiting to be exported — so you know there's something to do. Note that a “nothing new” automatic run isn't recorded (it would just be noise), but any run that errors is recorded, and its orders are retried on the next run.

9. Tips & troubleshooting

"Nothing to export." If a download or sync reports no orders, it usually means you've already exported everything up to now. Switch the scope to a **Date range** to pull an earlier period, or check the history grid to see where you left off.

"Not connected." If automatic sync can't run, open the connection screen and use **Test connection**. If it fails, re-check your Client ID, Client Secret, and the Redirect URI in your Intuit app, then click **Connect to QuickBooks** again. Remember the client secret is write-only — if you're re-saving other settings, leave it blank to keep the stored one.

Class tags aren't showing up. The *Class* separation mode only tags entries when your QuickBooks company has **class tracking turned on**. If class tracking is off, the tool degrades gracefully — your entries still post correctly, just without the class tag. Turn on class tracking in QuickBooks, or switch the group's separation mode to *Memo*.

Dates look off by a few hours. Orders are always selected using your **store's time zone**, not your browser's. A sale placed close to midnight may fall on the day your store's clock says, which can differ from your own local clock.

Card fees show as 0. On some setups the card-fee data isn't available. When that's the case, the card fee is exported as **0** rather than causing an error — the rest of the entry is unaffected and still balances.