

# Common QuickBooks Questions

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## FAQs

### Why are some customer payments sitting in undeposited funds?

This just means they are sitting in a "holding" account in QBO. When those are invoiced the deposit should move over to the invoices as payments and won't be in the undeposited funds.

### How do I handle refunds in QuickBooks?

Refunds will sync to QuickBooks as unapplied funds to the contact and will require manually application to the correct invoice. They will show as an "Expense" category. This is how the system is supposed to work so it is not a mistake if you see it as an expense rather than a payment. QuickBooks does not allow us to sync a refund directly to the original invoice/payment, so there is nothing we can do to alter how the information is sent into your QBO account.

### I made a partial refund, and now I don't know what to do in QuickBooks. How do other people do it?

Please consult your financial team, bookkeeper, business coach or a brand admin before making ANY changes to your QuickBooks or your business processes within QuickBooks. ServiceMinder is unqualified to provide financial or accounting advice.

### Why are my invoices or payments taking longer to sync with QuickBooks?

During peak hours, especially in the busy summer season, it can take a few hours for items to push over. The queue is usually caught up by late afternoon/early evening. We are always working to increase the capacity to meet growing demand.

There are also updates that QuickBooks did on their side that made the sync times slower. If you're a long-time user of ServiceMinder, you can expect 3 hours to be the new standard time that it takes for updates to reflect in QBO.

### When we add or change a contact to receive invoices, does QB automatically get updated? Which items flow from SM to QB? Which flow from QB to SM?

If your QBO is connected, then invoices will sync over automatically, as well as the contact on the invoice. If you update a contact (say to change an address) that will push over as well. And then any changes made to invoices, like a payment being applied.

### If a franchisee updates the managed by contact of the customer through SM, do you know if it will also sync over to QBO?

It depends if they have already invoiced or have existing payments in QBO. Editing anything on the parent invoice

will sync to the corresponding customer in QBO (or doing it before an Invoice should sync over when the Invoice is created). In SM, the Invoice will go under the Manager's info and payment will go wherever the invoice is.

If they're going in and adding a managed by association in SM after there's already things that have been synced. By going and adding the payment that's not supposed to sync inside SM, it then resyncs the invoice, which moves it to the parent account. After that, QBO may do some auto-correction on their end.

### **What if I want to push over additional types of Contacts - not just customers when they are invoiced?**

In **Control Panel > Integrations > Accounting** you have the **Push Customers Only** option enabled, and none of these contacts are labeled as customer.

So you either you need to turn that off, or fix up your **Contact Categories** so that they are properly considered to be customers. You can check your customer categories by going to **Control Panel > Categories, Tags, and Labels**. All of your categories have "Customer" set to false and they will need to be switched.

### **When I edit the name in QuickBooks, it duplicates the Contact in SM. Why?**

Editing the name in QBO will cause duplicates to appear. Serviceminder creates/matches up contacts in QBO based on name, so if it changes there then a new contact could be created when syncing.

There is a setting for the ID after the name that can be turned off in **Control Panel > Integrations**, the **Accounting** page, in the QBO section. If you turn that on and adjust the ID in QBO, that should sync to SM and the existing contact correctly.

### **When updating a contact what fields trigger an update in QBO?**

Editing the contact will trigger the contact to publish to QBO. So, even if you click edit and make no changes, then hit save, that will trigger a publish. This only pushes basic info like name and address. No invoices or payments are pushed for these updates.

### **If a franchisee acquires an existing org within SM, how should we handle the QuickBooks for this?**

This depends. Are they staying as two separate organizations or are you moving contacts from one to the other? Are they keeping two different QB accounts and bank accounts or are they combining them?

If they are merging QBO and bank accounts, then in this case, the contacts that would need to be moved from org a to org b. Those moved contacts would now have customer records inside of the newly connected QBO if they are edited. No invoices/payments would be pushed here either, so it won't affect revenue. If a user were to go directly edit the old invoices or add new payments to existing invoices, those invoices/payments would then sync over. Otherwise, they won't sync over.

If they stay completely separate, for instance an owner of a territory in one state buys an org two states over, then there is no reason to move contacts and may need to keep a separate bank account and QBO account. That is a business decision for the brand and the franchisee to make.

**Owner has not entered taxes on their invoices? Should they choose a default tax rate to have it turned on or should they add taxes manually when creating an invoice?**

They can set a default tax rate - but the owner will also want to apply tax rates to contacts that already exist.

Check their account, they may have a list of rates from QBO but haven't mapped them out in **Control Panel > Invoices, Manage Tax Rates > Mapping**. If any others need to be mapped the owner can set those in the same area.

Then hit **Save** and **Update All**. That'll get the right tax rate on customers.

Then, if the Services are marked **Taxable**, and any applicable Parts also marked Taxable, the tax should calculate automatically on new invoices.

Also, the owner can edit existing invoices and select the tax rate if it isn't selected already.

### **What if percentages for taxes are missing?**

For the tax rates, they need to be active in QBO and have valid percentages on them for our system to pull them over. We basically just go get all tax rates from QBO, then ignore the ones that are inactive or don't have a percentage assigned to them.

**A franchise has their QuickBooks Online integration set up, and generates an invoice. That invoice migrates to QBO through the integration. If they go back in and modify the invoice, will those modifications re-sync to QuickBooks Online to update the invoice on record? What if they change the Service Line will that re-sync and align the QBO invoice with the correct account?**

Yes, I confirmed that the service line will update on the invoice in QBO (as well as any other details that are updated.)

### **Can you have items on the proposal/ invoice automatically sync to a GL account?**

No, we do not have that ability within **serviceminder**. You can set a part (aka item) or service to send to a specific income account or you can check a box to have them show as a "summary" within QBO but those are your only options to customize how to send over and view them on the QuickBooks side.

### **Why do refunds from ServiceMinder show as "Expenses" in QuickBooks instead of payments or credits?**

When you issue a refund in ServiceMinder, the refund is pushed to QuickBooks Online as an **Expense**, not a direct refund or credit memo. This is how QuickBooks handles refunds from integrated applications and cannot be changed on the ServiceMinder side. You must manually match or apply the refund expense to the correct contact, invoice, or payment in QBO.

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## **Troubleshooting**

**It appears we have some customer payments sitting in undeposited funds that have not been**

released to us.

If you go to the **Reports** tab in the top navigation bar and view the **Payment Reconciliation** Report, you will see **Deposit for Appointment** under the **Type** column. You'll see that the deposits are still sitting on the proposals for those appointments.

If you invoice those proposals, it should reflect as a deposited fund in QBO. If any of those appointments are not marked as complete, you can click **Quick Finish** on the appointments, and then invoice the proposals.

### **The Invoice Summary report doesn't match my End of Month/ End of Week report.**

Usually, this is to do with **Credit Memos**. The End-of-Month report displays all invoices issued during the month, while the Invoice Summary Report reflects the adjusted total after applying the credit memo.

If you encounter similar discrepancies, generating an **Invoice Reconciliation** report can quickly help identify differences between invoices and summary reports. This will make pinpointing issues like credit memos or other adjustments affecting your totals easier.

**I am a franchisee that purchased an existing territory from another owner. I am connecting my QuickBooks to the organization that I just purchased but some of the invoices still need to be closed out. If there are unpaid invoices, how do I prevent those payment sfrom syncing or reflecting into my QBO when the customer pays?**

Add a new Payment Method (in Control Panel). Call it something like "Check - Previous Owner" and make sure the "Publish to QBO" option is unchecked. That way, you can record the payment in SM without it syncing to your QBO. Please consult with your Brand Admin before making any significant changes to your workflow or QBO.

**I took over a territory from a different franchisee and some of their previously canceled customers are returning and starting services with us again. As I schedule them in the system, their information is syncing to my QBO. How do I prevent this from happening and affecting the financials? Can I create new contacts and merge them?**

This is intended behavior by the system. Records attached to contacts are supposed to sync over to QBO. Merges will also resend all of their invoice data since invoices have to be merged to the right contact inside QBO. If you need to merge contacts in the future, I don't think there is anything we can do to get around this.

If desired, you can create a new contact and keep them completely independent from the previous version of that contact so no historic data is pushed to QBO. That may get complicated, so please consult with your Brand Admin before making any significant changes to your workflow or QBO.

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