

QuickBooks Desktop

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Overview



Note that QuickBooks Desktop support is deprecated. The methods detailed here may or may not work. QuickBooks does not provide any support for importing IIF files into QuickBooks Desktop.

If you are using QuickBooks Desktop, we recommend either migrating to QuickBooks Online or looking at TransactionPro importer below.

This process will let you download invoices from serviceminder and then import them into QuickBooks.

1. Go to Reports and then click on the Downloads tab.

2. Click the "Download Transactions" button to download invoices for importing to QuickBooks Desktop

3. You have two options:

Check the box "New Transactions Only" - this option is handy if your invoices are not generated in a linear time sequence. Or select the date range you want to pull (Invoices from ... through)

4. You have two options of file format, IIF or TransactionPro. We highly recommend TransactionPro. Loading them directly as IIF files means you'll have to apply payment to each as well. TransactionPro tool you can buy from QuickBooks that will load the invoices and payments and apply the payments to invoices.

IIF File

The file will be in a .zip format and contain the customers.iif file and invoices.iif file. You may import both of these into QuickBooks. You can skip the customers.iif file and load just the invoices.iif file if you only need to load the billing address info along with the invoice details.

Open the .zip file and drag and drop both files onto your desktop, or someplace where you'll remember them. Then run QuickBooks.

Make a backup of your company file in QuickBooks. If there are any mapping issues, restoring from this backup will be the easiest way to "undo" the IIF file import.

In QuickBooks, select File > Utilities > Import and then select the customers.iif file first. When that is complete, repeat the process and select the invoices.iif file. Finally, you can load in the payments.iif file.

Common Issues

The Name field in serviceminder.io must match up with the Name field in QuickBooks. That is what QuickBooks will use to determine whether you are adding new customers or updating existing customers. You will need to use the same formatting convention in both applications -- e.g., last name comma first name or first name last name.

The parts and services that you have in serviceminder.io must also exist in QuickBooks. During the import, QuickBooks will attempt to add any items that don't exist. If you have Income Account information configured in serviceminder then QuickBooks will use that information to create the items and associate them with the correct accounts. Note that if the account(s) do not exist, QuickBooks will create them as bank accounts.

Provided that the items already exist in QuickBooks, the Income Account information is not needed. Note also that if you have Account Numbers turned on in QuickBooks, the Income Account values in serviceminder need to not include those numbers. Only the Account Name portion should be present.

Classes

You can use Classes to organize transactions into other groupings. You can apply an Accounting Class to contacts, services and parts. When invoices are sent over to QuickBooks, the Class will be set to the name of the Accounting Class. The Accounting Class is determined by searching the Parts first for any related class. If no parts have a class, then the Service is checked. If the service doesn't have a class, then the invoice's contact is checked. If no class is found, then the Class will be empty in QuickBooks.

Because you can associate Accounting Classes with contacts, you can get all invoices for a given contact (or group of contacts) to all have the same class for QuickBooks reporting purposes.

TransactionPro File

Transaction Pro Importer for QuickBooks Desktop. For more information on how the importer tool works to go to [this link](#).
