

GrowthZone QBO 102: Operations

Agenda

- Common Financial Activities
 - Creation of Customer Records
 - Invoicing
 - Payments and Overpayments
 - Refunds
 - Credits and Write-offs
 - Voluntary Items
- Complete Fee Item Mapping for new Fee Items
- Evaluate the Sync Log

COMMON FINANCIAL ACTIVITIES

Contact Matching

When syncing transactions to QuickBooks, GrowthZone first checks to see if the person responsible for the transaction already exists in QuickBooks.

If it matches, it is assigned to that customer. If it cannot find a match, it will make a new contact.

GrowthZone	QuickBooks
First + Middle + Last Name + Suffix (individuals) Name (organizations)	Customer display name

Transactions: Invoices

Invoices that you generate in GrowthZone will be sent near real-time to QBO.

The screenshot displays the GrowthZone interface for 'Bauers Trees Service'. The left pane shows a list of transactions with the following data:

Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Credit	203546	Event Registration	3/1/2024	\$50.00	\$0.00	
Payment - Check	76554	159	3/1/2024	\$900.00	\$0.00	
Invoice	159	Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	
Refund	155988	159 - Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	
Invoice	159-R	Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	
Write off	1446423	159-R	3/1/2024	\$900.00	\$0.00	
Invoice	160	Event Registration	3/1/2024	\$90.00	\$40.00	

The right pane shows a detailed view of the transaction with the following data:

CUSTOMER	MEMO	AMOUNT	STATUS	ACTION
Bauers Trees Service	Created by GrowthZone to link credit to invoice	\$0.00	Closed	View/Edit
Bauers Trees Service		\$90.00	Overdue 5 days Partially paid, \$40.00 due	Edit Receive payment
Bauers Trees Service		-\$50.00	Applied	Edit Print
Bauers Trees Service		\$900.00	Overdue 5 days	Edit Receive payment
76554 Bauers Trees Service		-\$900.00	Closed	View/Edit
159 Bauers Trees Service		\$900.00	Paid	Edit Print
		\$940.00		

KB: [Best Practice Mode versus Standard Actions on a Transaction: What Can and Cannot Be Done](#)

Transactions: Invoices

If you correct an Invoice: The result will be that the original invoice is credited and a new invoice is created noted by a -c.

The new invoice and the credit to the original invoice will be sent to QuickBooks. See [Edit an Invoice \(BP Mode\)](#)

Type	Reference Number	Detail
Credit	242522	QB Mug
Invoice	201	QB Mug
Invoice	201-C	QB Mug

Void an Invoice: Voiding an invoice in GrowthZone will void the same invoice in QuickBooks. See [Void an Invoice](#)

Transactions: Payments

When a payment is made (either on-line, via the Info Hub or manually in the back office), the payment will be sent to QBO near real time

Search

Cheri Petterson
Cheri Chamber Edition

Active Bauers Trees Service

Overview More Info Individuals Activity Communication Billing Setup **Billing \$348.00** Tasks 5 Engagement Files

Search... Show last 18 months: True ENTER CHECK/PAYMENT

Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Credit	203546	Event Registration	3/1/2024	\$50.00	\$0.00	
Payment - Check	76554	159	3/1/2024	\$900.00	\$0.00	
Invoice	159	Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	
Refund	155988	159-R Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	
Invoice	159-R	Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	
Write off	1446423	159-R	3/1/2024	\$900.00	\$0.00	
Invoice	160	Event Registration	3/1/2024	\$90.00	\$40.00	

Estimates Payment links Deposits **Customers** Products & services

Edit New transaction

Feedback

NO.	CUSTOMER	MEMO	AMOUNT	STATUS	ACTION
	Bauers Trees Service	Created by GrowthZone to link credit to invoice	\$0.00	Closed	View/Edit
160	Bauers Trees Service		\$90.00	Overdue 5 days Partially paid, \$40.00 due	Edit Receive payment
203546	Bauers Trees Service		-\$50.00	Applied	Edit Print
159-R	Bauers Trees Service		\$900.00	Overdue 5 days	Edit Receive payment
76554	Bauers Trees Service		-\$900.00	Closed	View/Edit
159	Bauers Trees Service		\$900.00	Paid	Edit Print
			\$940.00		

KB: [Accept a Check Payment](#)

Transactions: Payments

If a payment in GrowthZone results in an overpayment, the over payment will be reflected in QBO.

Payment

Date	Type	Reference Number	Amount
2/11/2025	Check	3100	\$30.00

Notes

Contact: Gale's Gifts

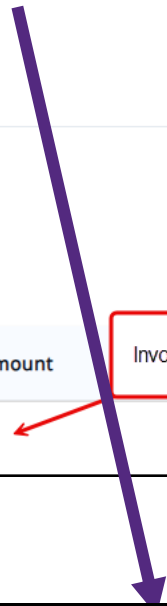
Overpayment Balance: \$3.00

Applied To

Reference Number	Item Description	Applied Amount
201-C	QB Mug	\$27.00

Paid amount \$30

Invoice amount \$27



<input type="checkbox"/>	2/11/25	Payment	3100	Gale's Gifts	-\$30.00
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Transactions: Payments

If a partial payment is made on an invoice in GrowthZone, QBO will show the same remaining balances for the invoice.

- NOTE: GrowthZone applies partial payments to the largest line item on an invoice first

If a payment is applied to multiple invoices, the payments are applied to the same invoices in QBO.

Payments synced from GrowthZone to QuickBooks will include the mapped payment method as well as the reference number for the payment.

Transactions: Void a Payment

Voiding a payment in GrowthZone will void the same payment in QBO.

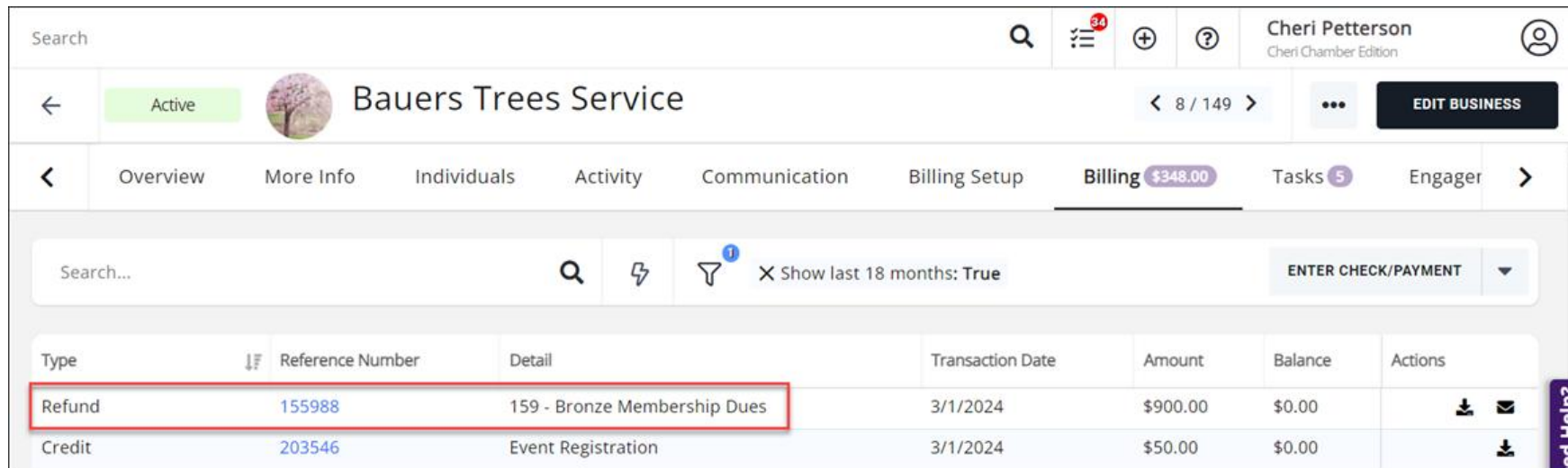
Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Payment - Check (Voided)	65432	160	3/6/2024	\$40.00	\$0.00	
Credit	203546	Event Registration	3/1/2024	\$50.00	\$0.00	
Payment - Check	76554	159	3/1/2024	\$900.00	\$0.00	
Invoice	159	Bronze Membership Dues	3/1/2024	\$900.00		
Refund	155988	159 - Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	

NO.	CUSTOMER	MEMO	AMOUNT	STATUS	ACTION
t 65432	Bauers Trees Service	Voided	\$0.00	Voided	View/Edit
t	Bauers Trees Service	Created by GrowthZone to link credit to invoice	\$0.00	Closed	View/Edit
160	Bauers Trees Service		\$90.00	Overdue 5 days Partially paid, \$40.00 due	Edit Receive payment
Memo 203546	Bauers Trees Service		-\$50.00	Applied	Edit Print
159-R	Bauers Trees Service		\$900.00	Overdue 5 days	Edit Receive payment




KB: [Void a Payment](#)

Transactions: Refunds

When you issue a refund in GrowthZone the refund will be synced to QBO. How the refund is synced will depend on whether or not a payment was applied to an invoice.



The screenshot shows the GrowthZone interface for a business named 'Bauers Trees Service'. The user is Cheri Petterson, Cheri Chamber Edition. The interface displays a navigation menu with options like Overview, More Info, Individuals, Activity, Communication, Billing Setup, Billing (\$348.00), Tasks (5), and Engager. Below the navigation is a search bar and a filter for 'Show last 18 months: True'. The main content area shows a table of transactions:

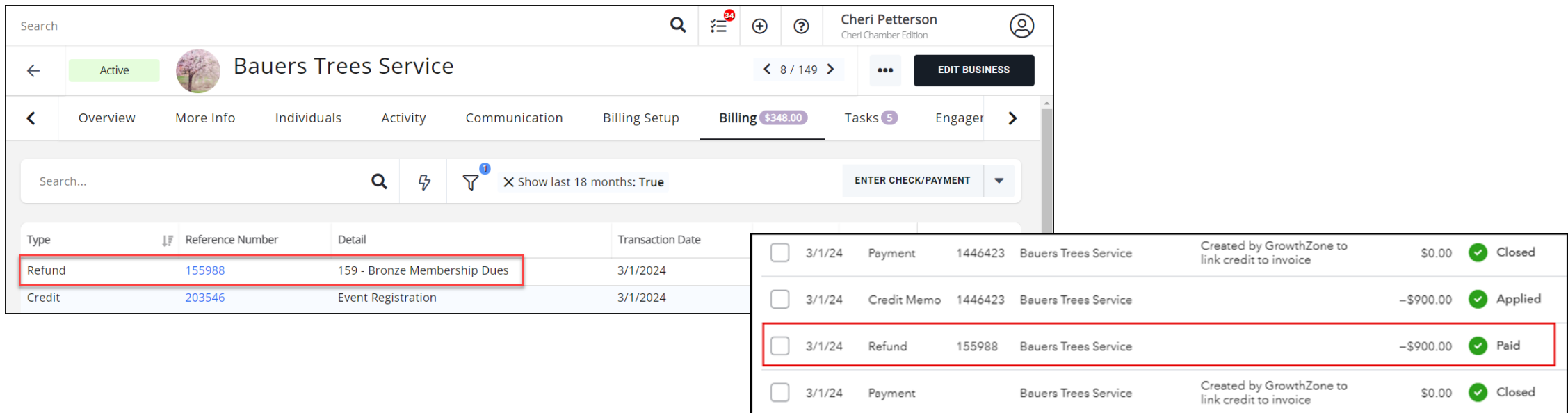
Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Refund	155988	159 - Bronze Membership Dues	3/1/2024	\$900.00	\$0.00	 
Credit	203546	Event Registration	3/1/2024	\$50.00	\$0.00	

KB: [Manage Refunds](#)

Transactions: Refunds

Payment refunded has been applied to an invoice:

- Refunds for applied payments in GrowthZone will sync to QuickBooks as a refund receipt.



The screenshot displays the GrowthZone interface for 'Bauers Trees Service'. The 'Billing' tab is active, showing a balance of \$348.00. A search bar and filter options are visible above the transaction list. The main table shows two transactions: a 'Refund' (reference 155988) and a 'Credit' (reference 203546). A red box highlights the 'Refund' row. An inset table provides a detailed view of the 'Refund' transaction, showing it was created by GrowthZone to link credit to an invoice, with a status of 'Paid'.

Type	Reference Number	Detail	Transaction Date
Refund	155988	159 - Bronze Membership Dues	3/1/2024
Credit	203546	Event Registration	3/1/2024

Type	Reference Number	Detail	Amount	Status
Payment	1446423	Bauers Trees Service	\$0.00	Closed
Credit Memo	1446423	Bauers Trees Service	-\$900.00	Applied
Refund	155988	Bauers Trees Service	-\$900.00	Paid
Payment		Bauers Trees Service	\$0.00	Closed

Transactions: Refunds

Payment to be refunded is not applied to an invoice:

- Refunds for unapplied payments will sync to the QBO as unapplied

The screenshot displays a software interface for a business named "Bauers Trees Service". The top navigation bar includes "Active", "Overview", "More Info", "Individuals", "Activity", "Communication", "Billing Setup", and "Billing \$348.00". A search bar is present with a "1 more" filter indicator. Below the navigation, a table lists transactions. A red box highlights a "Refund" transaction with the following details:

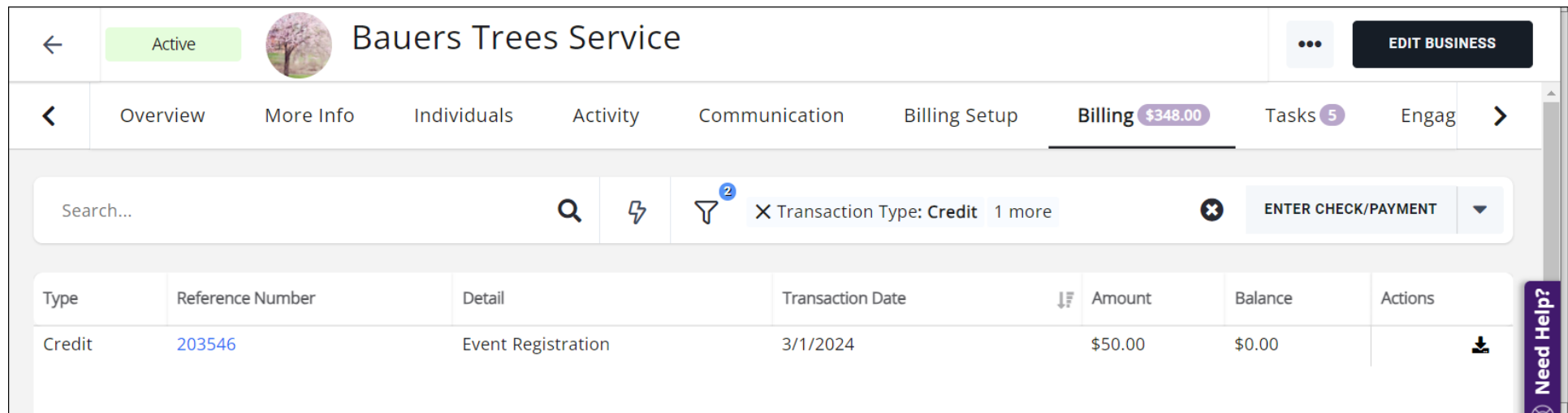
Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Refund	192922	- Over Payment	2/11/2025	\$100.00	\$0.00	

Below this, another table shows a list of payments. A red box highlights a payment record with the following details:

DATE	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
2/11/25	Payment	456	Bauers Trees Service		-\$100.00	Unapplied
3/6/24	Payment	65432	Bauers Trees Service	Voided	\$0.00	Voided

Transactions: Credits versus Credit Memos (in GZ)

When a credit is created in GrowthZone the credit will sync to QBO. You will see credits in QBO attached to the related invoice.



The screenshot displays the GrowthZone interface for a business named "Bauers Trees Service". The interface includes a navigation bar with tabs for Overview, More Info, Individuals, Activity, Communication, Billing Setup, Billing (\$348.00), Tasks (5), and Engag. A search bar is present with a filter for "Transaction Type: Credit" and a button for "ENTER CHECK/PAYMENT". Below the search bar is a table with the following data:

Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Credit	203546	Event Registration	3/1/2024	\$50.00	\$0.00	Download

Transactions: Credits

Search

Cheri Petterson
Cheri Chamber Edition

Mary Martin
ID:12035

Active

Overview More Info Activity Communication Billing Setup **Billing (\$100.00)** Tasks Engagement Files

Search... ENTER CHECK/PAYMENT

Show last 18 months: True

Type	Reference Number	Detail	Transaction Date	Amount	Balance
Credit	203774	Event Registration	3/6/2024	\$75.00	\$0.00
Invoice	162	Friends of the Community	3/6/2024	\$100.00	\$100.00
Invoice	163	Event Registration	3/6/2024	\$75.00	\$0.00

Attached to individual invoice

Edit New transaction

Feedback

NO.	CUSTOMER	MEMO	AMOUNT	STATUS	ACTION
	Mary Martin	Created by GrowthZone to link credit to invoice	\$0.00	Closed	View/Edit
163	Mary Martin		\$75.00	Paid	Edit Print
203774	Mary Martin		-\$75.00	Applied	Edit Print
162	Mary Martin		\$100.00	Due today	Edit Receive payment
			\$100.00		

KB: [Create Credit Towards a Specific Invoice](#)

Transactions: Credit Memos

If a Credit Memo is created in GrowthZone but not attached to an invoice it will show as unapplied in QBO.

The screenshot shows the GrowthZone interface for a user named Mary Martin. The 'Billing' tab is active, showing a balance of \$100.00. A table lists transactions, with a credit memo of \$75.00 highlighted. A purple arrow points from this row to a detailed view of the transaction in QBO. In the QBO view, the credit memo is listed as 'Unapplied' with an amount of -\$75.00. The total balance shown is \$25.00.

Type	Reference Number	Detail	Transaction Date	Amount	Balance
Credit	203774	Event Registration	3/6/2024	\$75.00	-\$75.00
Invoice	162	Friends of the Community	3/6/2024	\$100.00	\$100.00

DATE	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS	ACTI
3/6/24	Credit Memo	203774	Mary Martin		-\$75.00	Unapplied	
3/6/24	Invoice	162	Mary Martin		\$100.00	Due today	Edi
Total					\$25.00		

KB: [Add or Apply Credit Memos](#)

Transactions: Write-offs

QuickBooks Online removes bad debt from your system by applying a credit memo tied to a bad debt product/service to cancel out an uncollectible invoice.

When you write off an invoice in GrowthZone, the integration will appropriately credit out each line item along with any taxes or discounts in QuickBooks Online.

The screenshot displays the QuickBooks Online interface for a business named 'Gale's Gifts' (ID: 12064). The 'Billing' section is active, showing a total of -\$10.00. A search bar is present with a search icon, a lightning bolt icon, and a filter icon. Below the search bar, there is a table of transactions. The table has columns for Type, Reference Number, Detail, Transaction Date, Amount, and Balance. The transactions listed are:

Type	Reference Number	Detail	Transaction Date	Amount	Balance
Credit	242522	QB Mug	2/11/2025	\$15.00	\$0.00
Payment - Check	3100	201-C	2/11/2025	\$30.00	-\$3.00
Invoice	201	QB Mug	2/11/2025	\$15.00	\$0.00
Invoice	201-C	QB Mug	2/11/2025	\$27.00	\$0.00
Invoice	203	Event Registration	2/11/2025	\$50.00	\$0.00
Write off	1785057	203	2/11/2025	\$50.00	\$0.00

A red box highlights the 'Write off' transaction. A purple arrow points from this transaction to a detailed view of the write-off. The detailed view shows a table with columns: DATE, TYPE, NO., CUSTOMER, MEMO, AMOUNT, and STATUS. The rows are:

DATE	TYPE	NO.	CUSTOMER	MEMO	AMOUNT	STATUS
2/11/25	Credit Memo	1785057	Gale's Gifts		-\$50.00	Unapplied
2/11/25	Payment		Gale's Gifts	Created by QB Online to link credits to charges.	\$0.00	Closed
2/11/25	Invoice	203	Gale's Gifts		\$50.00	Paid

Deposits

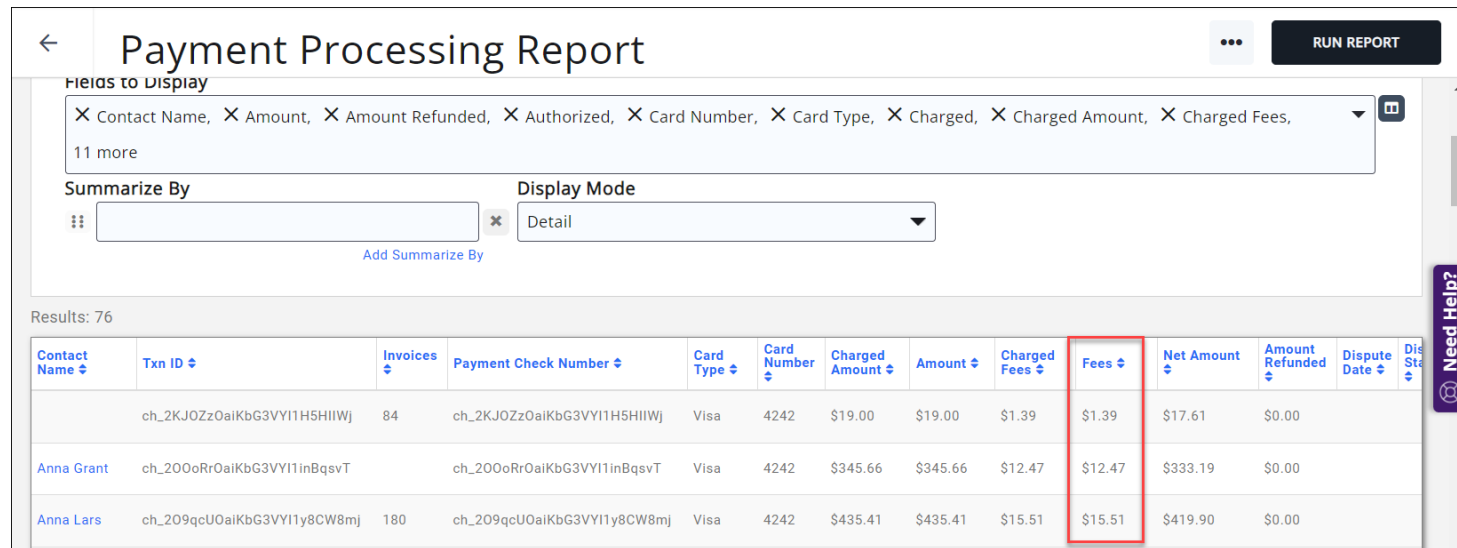
Deposits will need to be created in QBO.

For questions on how to create a deposit in QuickBooks, use the [QuickBooks Online documentation](#) from Intuit.

Reporting: Transactions versus Accounting

Reporting is found in both GrowthZone or QuickBooks Online depending on the question you are trying to answer.

- Accounting reports should be done in QuickBooks.
- Transaction detail be found in GrowthZone or QuickBooks.



Payment Processing Report

Fields to Display: Contact Name, Amount, Amount Refunded, Authorized, Card Number, Card Type, Charged, Charged Amount, Charged Fees, 11 more

Summarize By: [] Display Mode: Detail

Results: 76

Contact Name	Txn ID	Invoices	Payment Check Number	Card Type	Card Number	Charged Amount	Amount	Charged Fees	Fees	Net Amount	Amount Refunded	Dispute Date	Dispute Status
	ch_2KJ0Zz0aiKbG3VYI1H5HIIWJ	84	ch_2KJ0Zz0aiKbG3VYI1H5HIIWJ	Visa	4242	\$19.00	\$19.00	\$1.39	\$1.39	\$17.61	\$0.00		
Anna Grant	ch_200oRr0aiKbG3VYI1inBqsvT		ch_200oRr0aiKbG3VYI1inBqsvT	Visa	4242	\$345.66	\$345.66	\$12.47	\$12.47	\$333.19	\$0.00		
Anna Lars	ch_209qcU0aiKbG3VYI1y8CW8mj	180	ch_209qcU0aiKbG3VYI1y8CW8mj	Visa	4242	\$435.41	\$435.41	\$15.51	\$15.51	\$419.90	\$0.00		

KB: [Billing Reports](#)

Helpful GrowthZone Reports

- GZ Pay Monthly Statement - summary information
- GZ Pay Monthly Transfers - summary plus fee information
- GZ Pay Transfers Details Report provides a detailed view of all credit card transactions processed on a specific date.
- Payment Processing Report – filterable details that many find very helpful; a good “go-to” report
- Transactions by Contact Report - allows you to view transactions recorded for each of your contacts.

Reports

Credit Card Processing

- GZ Pay Disputes
- GZ Pay Monthly Statement (Original)
- GZ Pay Monthly Statement Report
- GZ Pay Monthly Transfers (Original)
- GZ Pay Transactions (Original)
- GZ Pay Transfers Details Report
- GZ Pay Transfers Report
- Payment Processing Report
- Stored Payment Profiles Report

← Transactions By Contact Report ... **RUN REPORT**

View More

Sale Date Range: May 1, 2024 - May 31, 2024

Member Join Date Range: No Dates Selected

Sale Entry Date: No Dates Selected

Fee Item: [Dropdown]

Product Category: [Dropdown]

Transaction Type: [Dropdown]

Trade/External Type: [Dropdown]

Fee Item Type: [Dropdown]

Additional Criteria / Filters: +

SPECIAL CIRCUMSTANCES

Fee Item Adjustments

Adjusting old Fee Items

- Fee Items should not be removed if they are tied to an open invoice! Mark the old one as “OLD” until all open invoices have been satisfied.
- Use the Transaction by Contact report to search for open invoices
- Create a new Fee Item
- Map it to QBO

New Fee Items

- When creating a new fee item make sure it has a unique name
- Accounting methodology must be Cash or Accrual with the recognition type of Fully on Invoice date
- The Deposit Account must be Undeposited Funds
- Map it to QBO

KB: [Fee Items FAQ & Use Cases](#)

Transactions By Contact Report

Sale Date Range: Aug 1, 2024 - Aug 31, 2024

Member Join Date Range: No Dates Selected

Sale Entry Date: No Dates Selected

Fee Item: [Empty]

Product Category: [Empty]

Transaction Type: [Empty]

Trade/External Type: [Empty]

Fee Item Type: [Empty]

Additional Criteria / Filters

- ✕ Paid/Satisfied Date, Is Empty ✕

Display Options

Fields to Display

✕ Contact Name, ✕ Created Date, ✕ Description, ✕ Discount Total, ✕ Fee Item, ✕ Item Basis, ✕ Item Type, ✕ Line Item Description, ✕ Line Item Total, 5 more

Summarize By

Fee Item

Display Mode

Detail

Display Summary Count

QuickBooks Online Setup

Warning: Enabling the integration will instantly start the sync of any new transactions from GrowthZone to QuickBooks Online. To prevent sync errors, please ensure all appropriate fields are mapped before enabling the sync.

Enable QuickBooks Online Integration

DISCONNECT GROWTHZONE

DISCONNECT QUICKBOOKS

GrowthZone Status: Connected

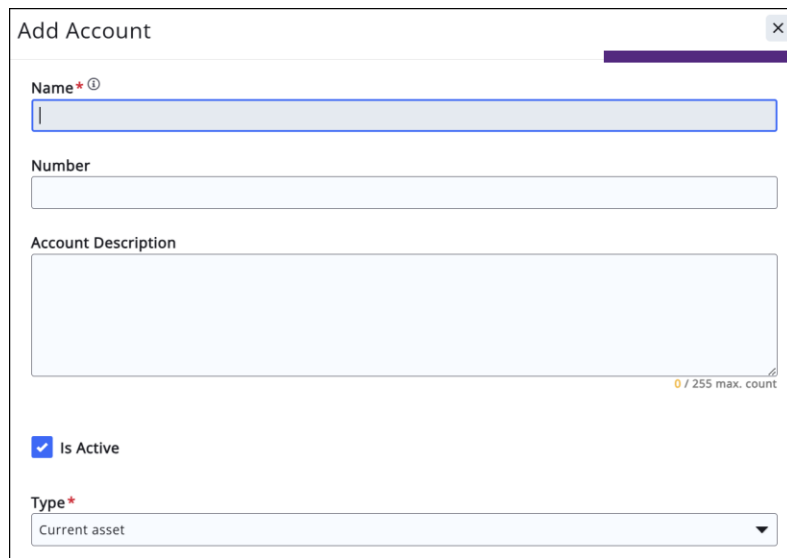
QuickBooks Online Status: Connected

Mappings

[Fee Items](#) [Transaction Classes](#) [Tax Sets](#) [Chart of Accounts](#) [Discounts](#) [Payment Gateways](#) [Payment Types](#) [Write Off Accounts](#)

Chart of Accounts Adjustments

- Like Fee Items, a new chart of account can be added anytime.
- Do not deactivate a Chart of Account that is tied to a Fee Item with an open invoice.
- Map the new chart of account after it is created.



Add Account

Name* [Ⓜ]

Number

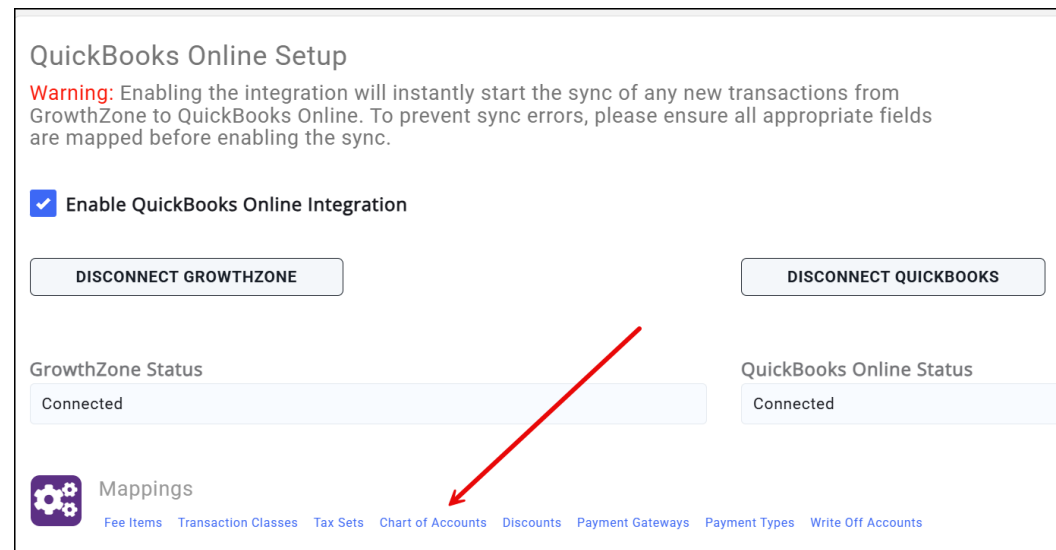
Account Description

0 / 255 max. count

Is Active

Type*

Current asset



QuickBooks Online Setup

Warning: Enabling the integration will instantly start the sync of any new transactions from GrowthZone to QuickBooks Online. To prevent sync errors, please ensure all appropriate fields are mapped before enabling the sync.

Enable QuickBooks Online Integration

DISCONNECT GROWTHZONE

DISCONNECT QUICKBOOKS

GrowthZone Status

Connected

QuickBooks Online Status

Connected

Mappings

Fee Items Transaction Classes Tax Sets **Chart of Accounts** Discounts Payment Gateways Payment Types Write Off Accounts

Voluntary Items

- Are unique line items
- Treated as cash basis

In QBO:

- If an invoice has one or more voluntary items, those voluntary line items do not sync to QBO when the invoice is created.
- When a member pays for a voluntary item, GrowthZone adds the voluntary item to the original invoice for the amount received.

Example

Invoice #1 created with 2 line items:

- \$100 for membership dues
- \$10 for voluntary fundraiser contribution

Invoice #1 syncs with 1 line item:

- \$100 for membership dues

Member pays \$105 for invoice #1:

- \$100 for membership dues
- \$5 for fundraiser contribution

GrowthZone adds the voluntary line item to invoice #1 in QuickBooks Online:

- \$5 for fundraiser contribution

GrowthZone syncs the \$105 payment to QuickBooks Online:

- \$100 for membership dues
- \$5 for fundraiser contribution

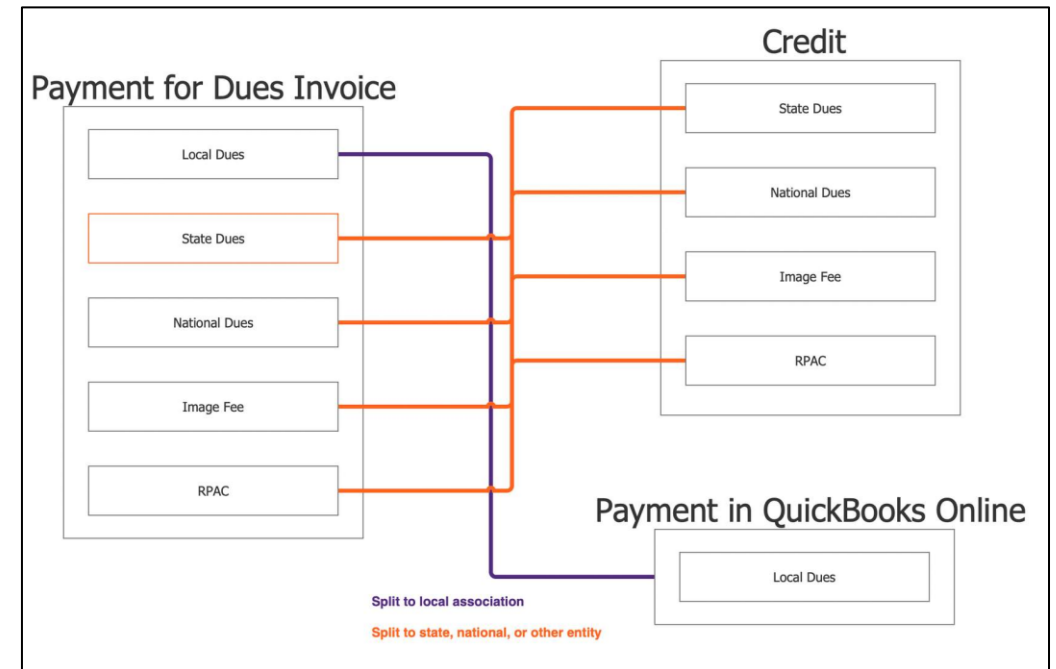
REALTOR® only: NAR eCommerce Splits

When you receive a credit card payment for items that are both split to you and other entities (e.g. the state association), only the items that are split to your local will be sent to your QuickBooks Online account as a payment.

All other line items on the invoice will be credited out.

NOTE: Check payments are synced to QBO as the full amount.

KB: [Real Estate Splits](#)








Closed Periods

Anytime you close a period in QuickBooks, you should also close the same period in GrowthZone.

Search

Setup

-  **Staff and User Access**
Staff Setup End User Setup
-  **Single Sign On**
Single Sign On
-  **Communication**
Signatures Email Templates Automated Messaging Communication Categories
Email Settings Bulk Unsubscribe
-  **Event**
Event Settings Calendars Sponsor Display Options
-  **Finance**
Billing Setup Guide General Settings Chart of Accounts **Closed Periods**
Message Templates Taxes Invoice Terms Payment Gateways Discount Types
Discounts Vouchers Shipping Trade/External Payment Types Transaction Classes
Terms/Conditions

Tracy Tschida
Cheri Chamber Edition

Add Closed Period

Period Begin Date: 4/1/2022
Period End Date: 3/31/2023

Cancel Close Period(s)

Period Begin	Period End	Status	Created On	Actions
1/1/2022	3/31/2022	Closed	4/18/2022	
11/1/2021	12/31/2021	Closed	1/12/2022	
7/1/2021	10/31/2021	Closed	11/3/2021	
3/25/2021	6/30/2021	Closed	7/28/2021	

Sync Log Errors

Sign up for Notification!

Catching an error early can prevent future confusion or compounding errors. Enable email notifications to get a heads up when something goes awry with the sync.

Notifications ✕

Notifications

Search Category

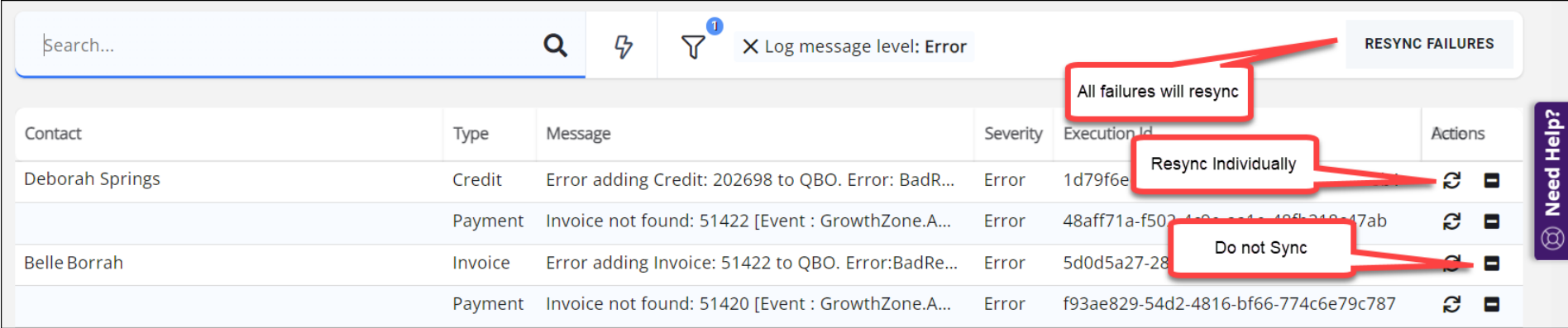
<input type="checkbox"/>	Category ▾	Notification Type ▾	Email Address ▾	Frequency ▾
<input type="checkbox"/>	Billing/Finance	Membership Switched to Monthly Frequency	<input type="text" value="cheri.petterson@growthzone.com"/>	As It Happens
<input type="checkbox"/>	Quickbooks Online	Quick Books Sync Error	<input type="text" value="cheri.petterson@growthzone.com"/>	As It Happens

KB: [Subscribe to Automated Staff Notifications](#)

Sync Log Errors

You will find a list of common errors and suggested troubleshooting steps in the [QuickBooks Online Integration Sync Log](#) article in our online Knowledge Base. The QBO 103 course will discuss more information on troubleshooting errors.

- If unable to sync its first attempt, GrowthZone will continue to try for ten times.
- Once you have resolved an error you can resync to QBO



The screenshot shows a web interface for viewing sync log errors. At the top, there is a search bar and a filter set to 'Log message level: Error'. A 'RESYNC FAILURES' button is visible. The main area contains a table with columns for Contact, Type, Message, Severity, Execution Id, and Actions. Three red callout boxes highlight the 'Actions' column: 'All failures will resync' points to the top of the table, 'Resync Individually' points to the refresh icon, and 'Do not Sync' points to the stop icon.

Contact	Type	Message	Severity	Execution Id	Actions
Deborah Springs	Credit	Error adding Credit: 202698 to QBO. Error: BadR...	Error	1d79f6e...	Refresh Stop
	Payment	Invoice not found: 51422 [Event : GrowthZone.A...	Error	48aff71a-f502-429a-aa1e-49f318e47ab	Refresh Stop
Belle Borrah	Invoice	Error adding Invoice: 51422 to QBO. Error:BadRe...	Error	5d0d5a27-28...	Refresh Stop
	Payment	Invoice not found: 51420 [Event : GrowthZone.A...	Error	f93ae829-54d2-4816-bf66-774c6e79c787	Refresh Stop

Questions?

Training and Support

Customer Service Hours:

Phone: 7 a.m. – 5 p.m. CT (Monday, Tuesday, Thursday, and Friday)

800.825.9171, Option 4, then Option 2

Chat: 7 a.m. – 6:45 p.m. CT (Monday, Tuesday, and Thursday)

7 a.m. – 4:45 p.m. CT (Friday)

Online Support Documentation: [GrowthZone Knowledge Base »](#)

Training Calendar: [View Training Event Calendar »](#)

Live Chat: [GrowthZone Support Portal \(chat on far right\) »](#)