GrowthZone QBO 102: Operations

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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

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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

KB: QBO References

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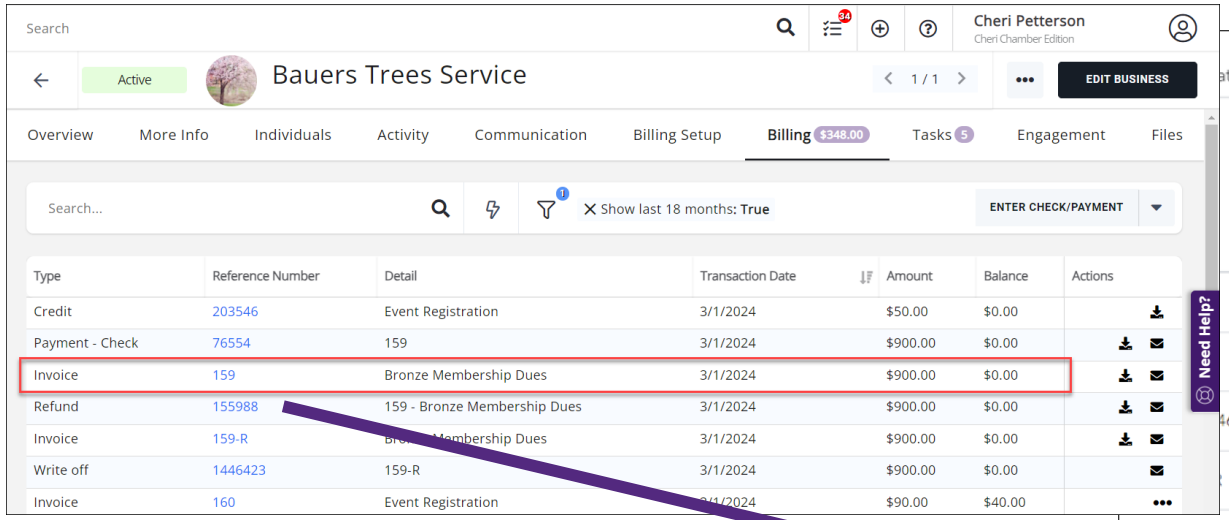
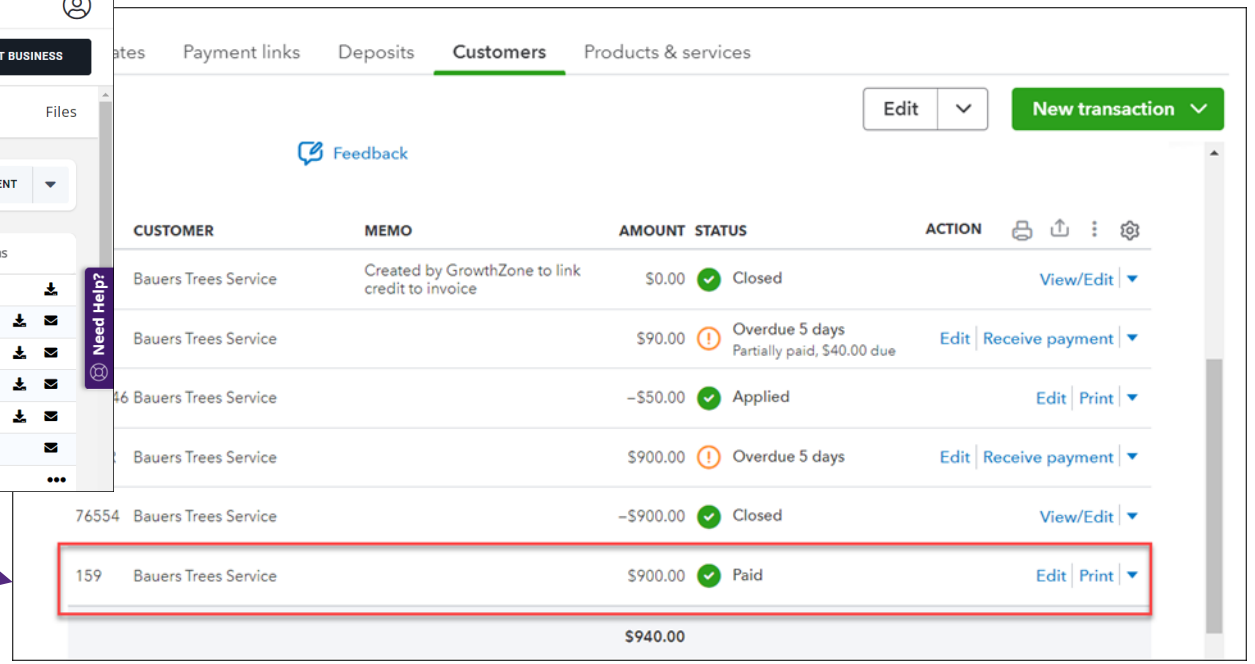
Transactions: Invoices

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





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

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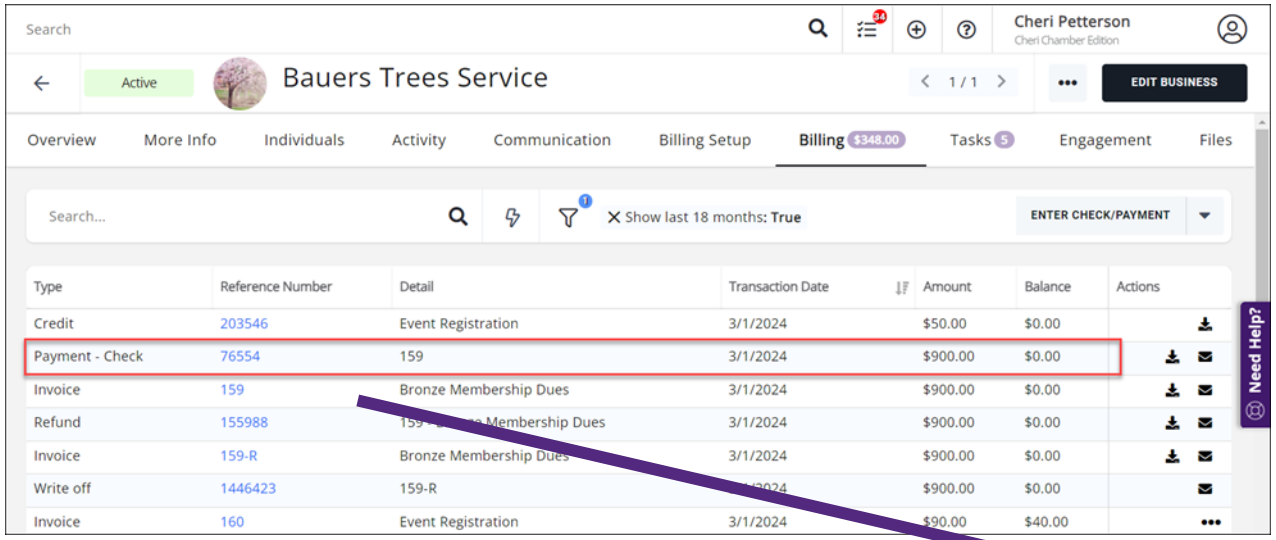
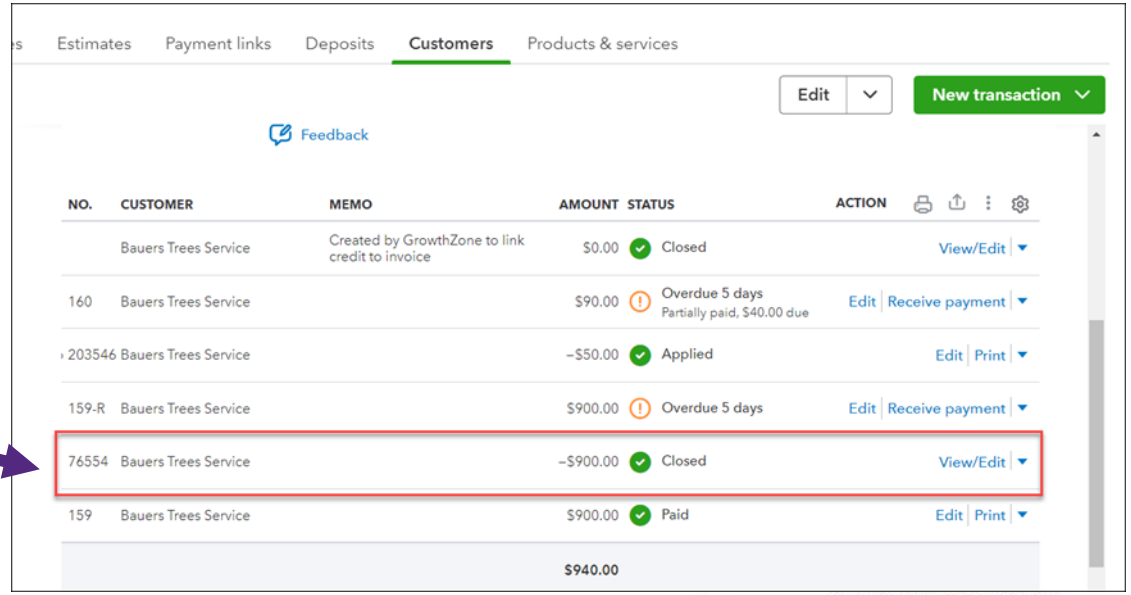
Transactions: Payments

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

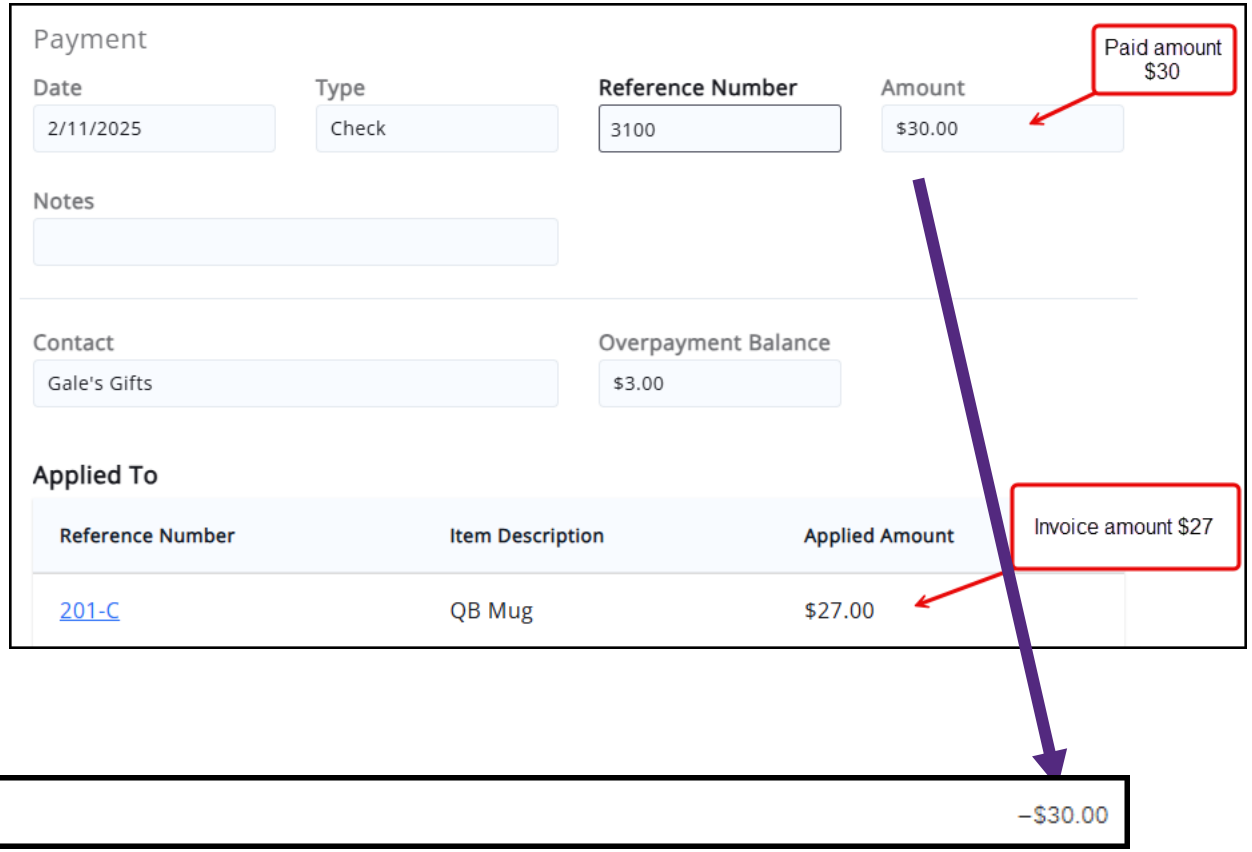




KB: Accept a Check Payment

Transactions: Payments

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



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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.

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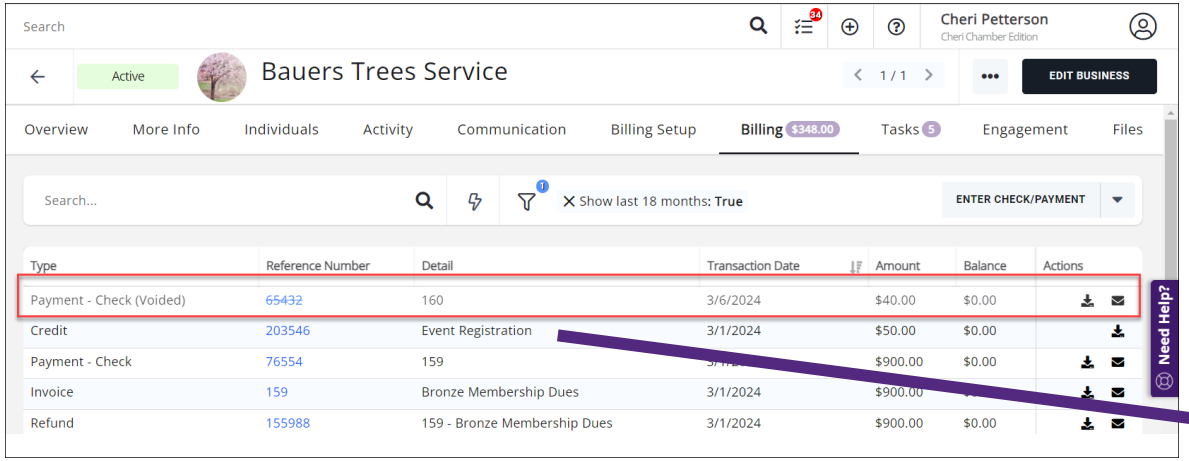
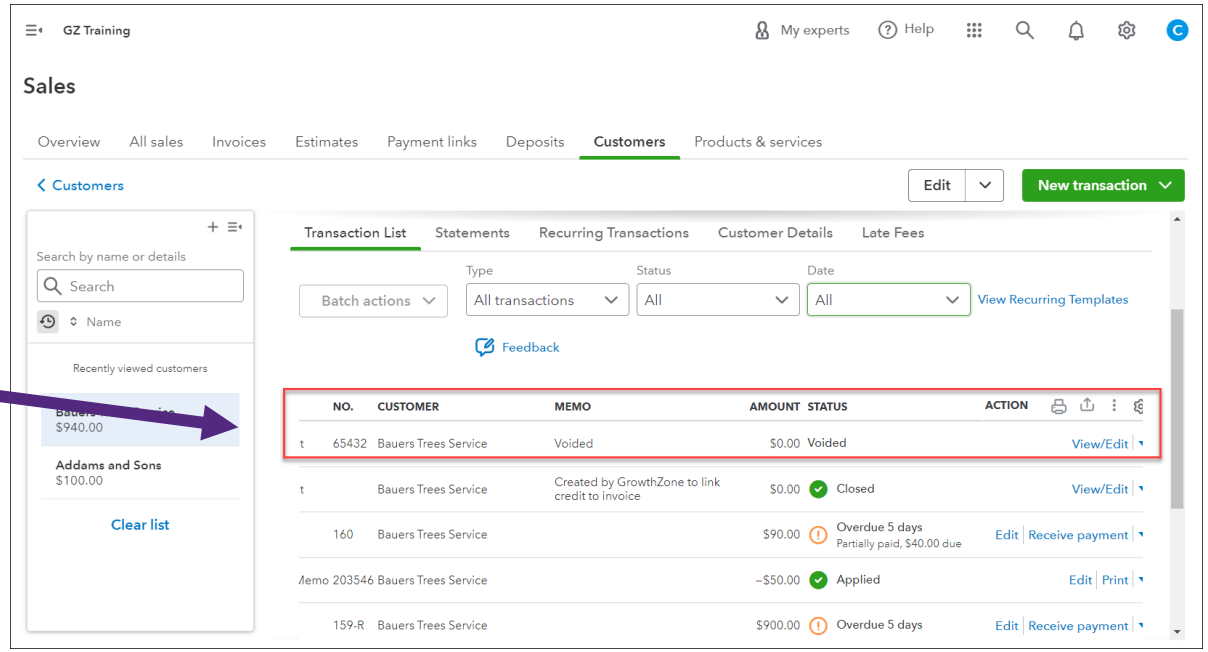
Transactions: Void a Payment

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

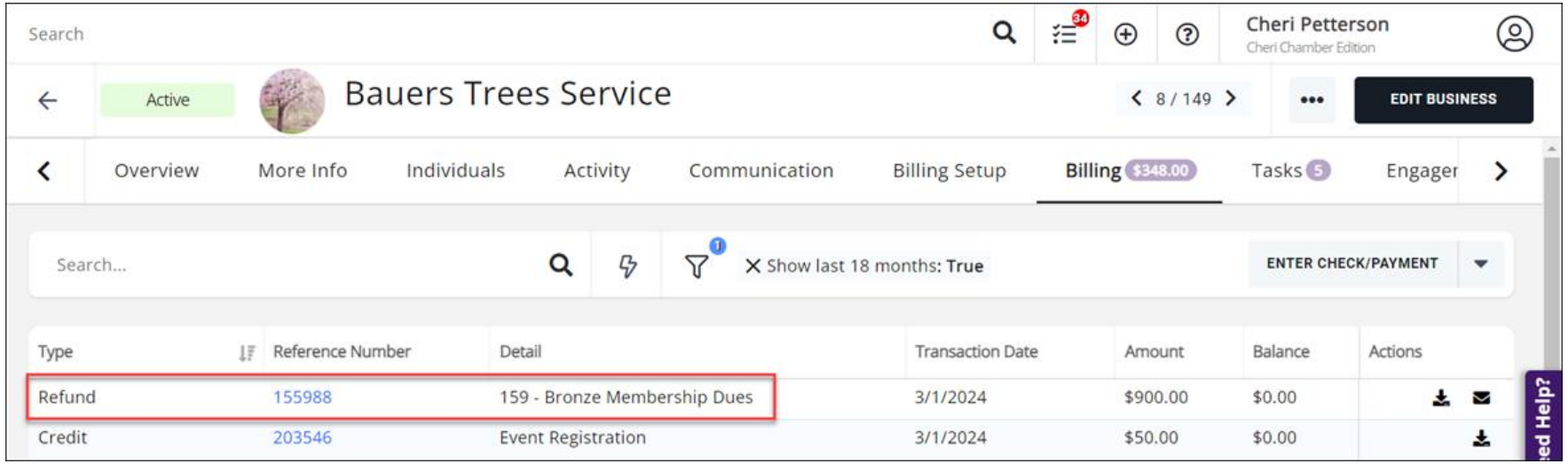




KB: [Void a Payment]

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.

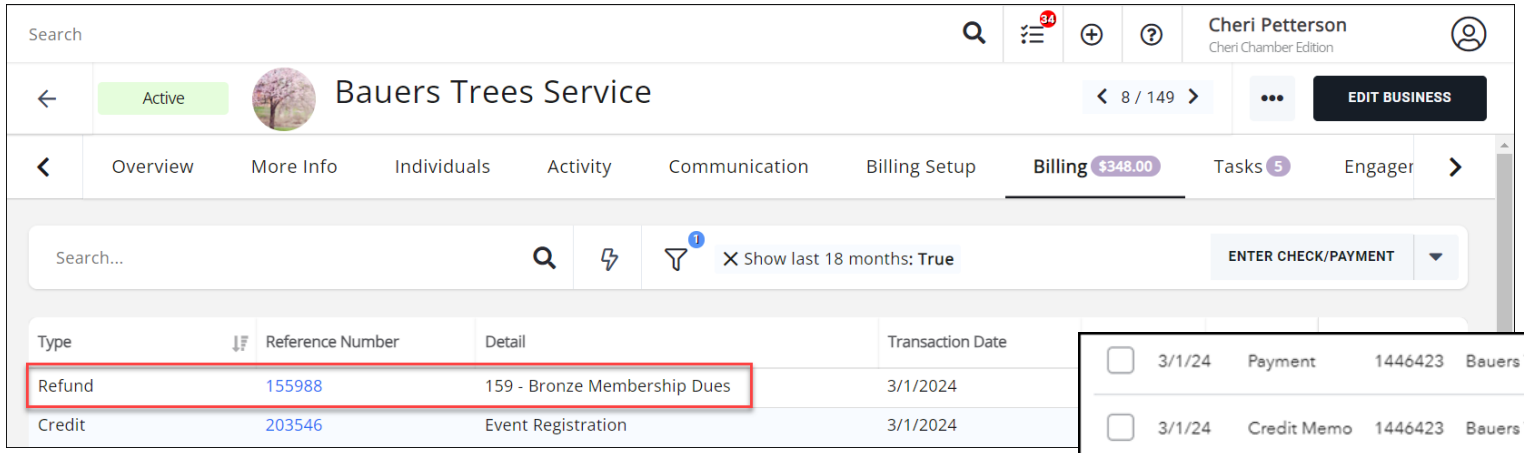


KB: [Manage Refunds]

Transactions: Refunds

Payment refunded has been applied to an invoice:

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



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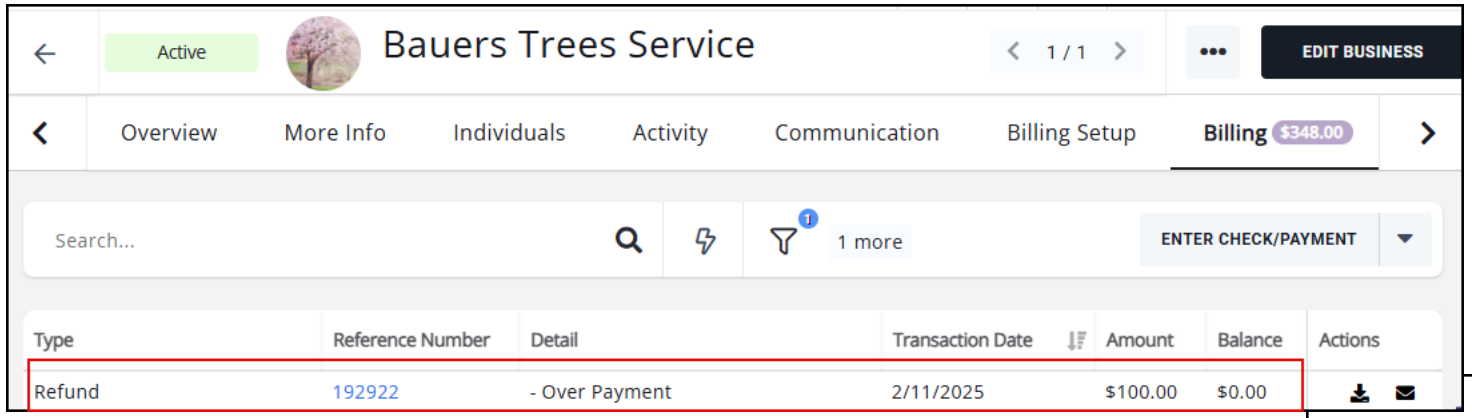
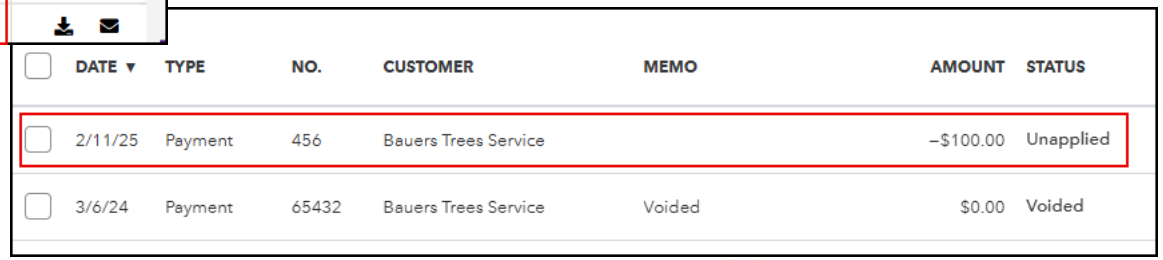
Transactions: Refunds

Payment to be refunded is not applied to an invoice:

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





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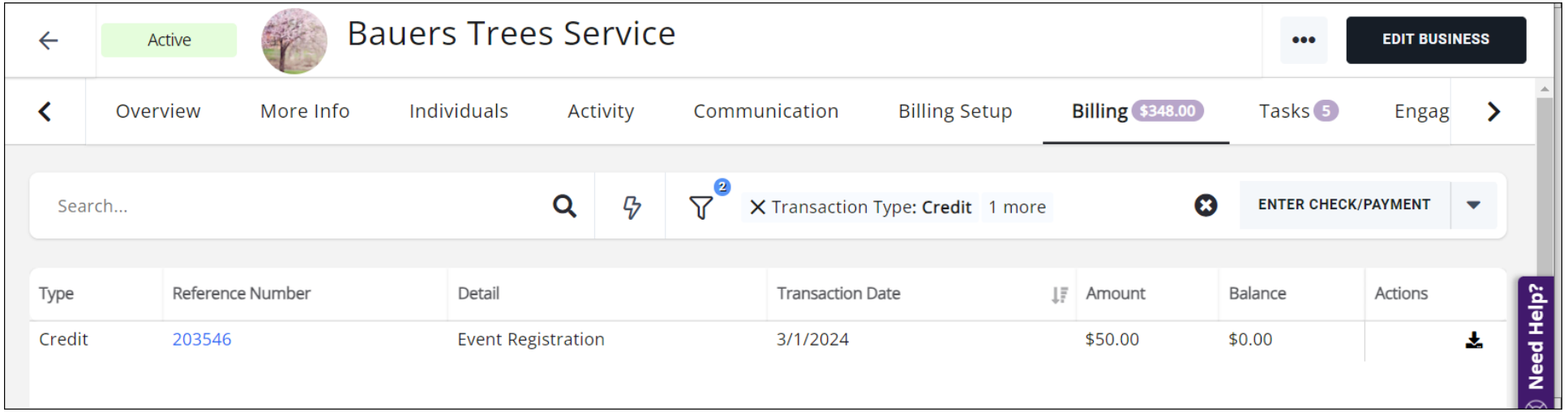
Transactions: Credits versus Credit Memos (in GZ)

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



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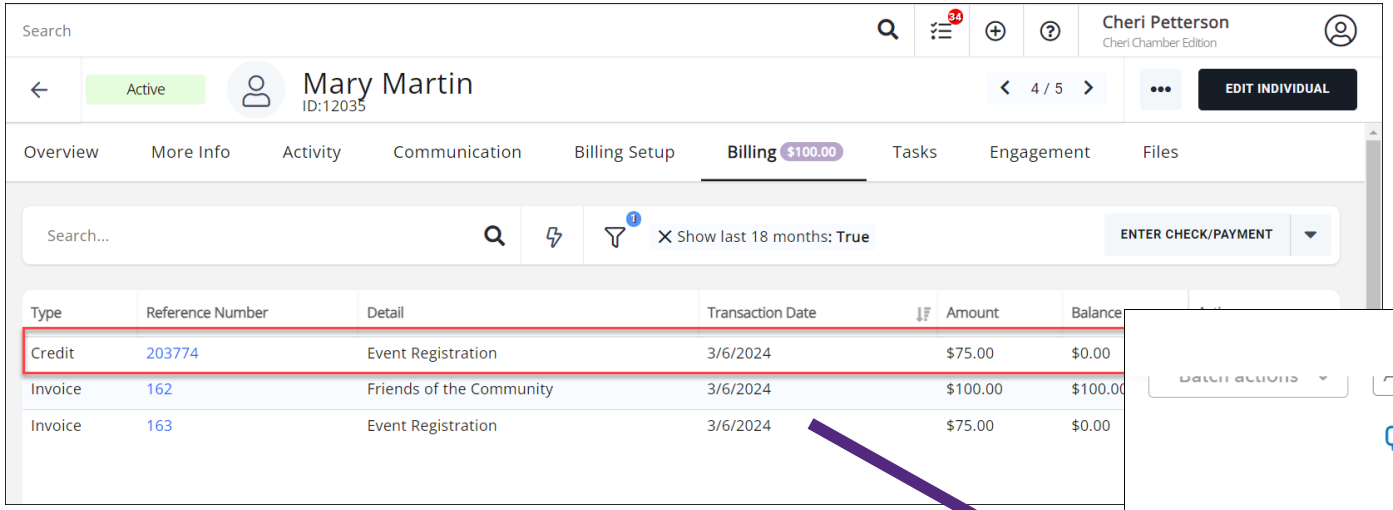
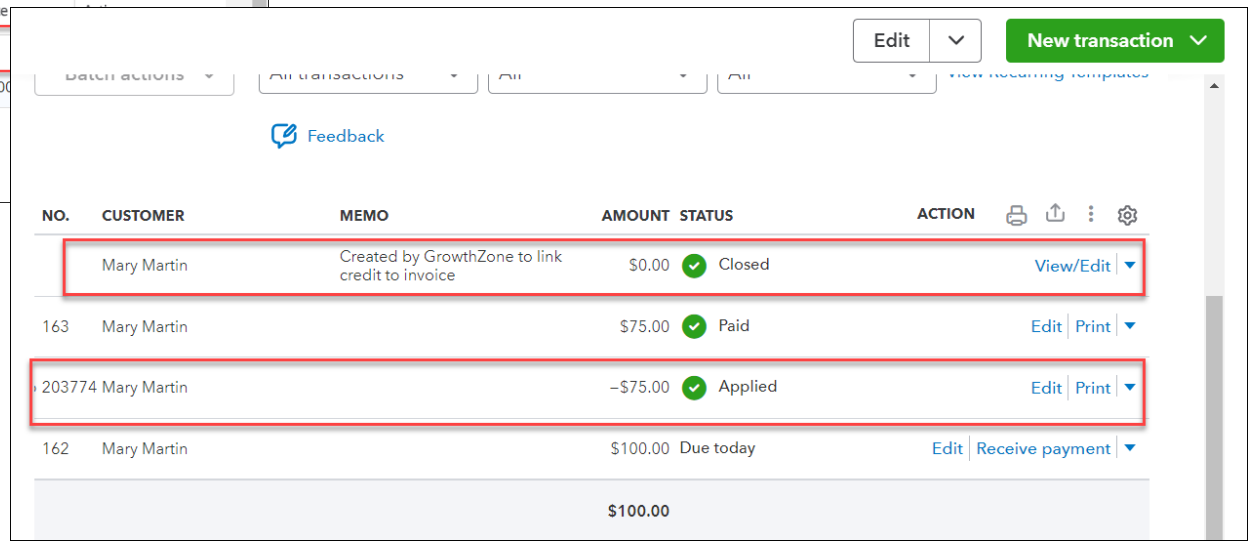
Transactions: Credits



Attached to individual invoice



KB: [Create Credit Towards a Specific Invoice]

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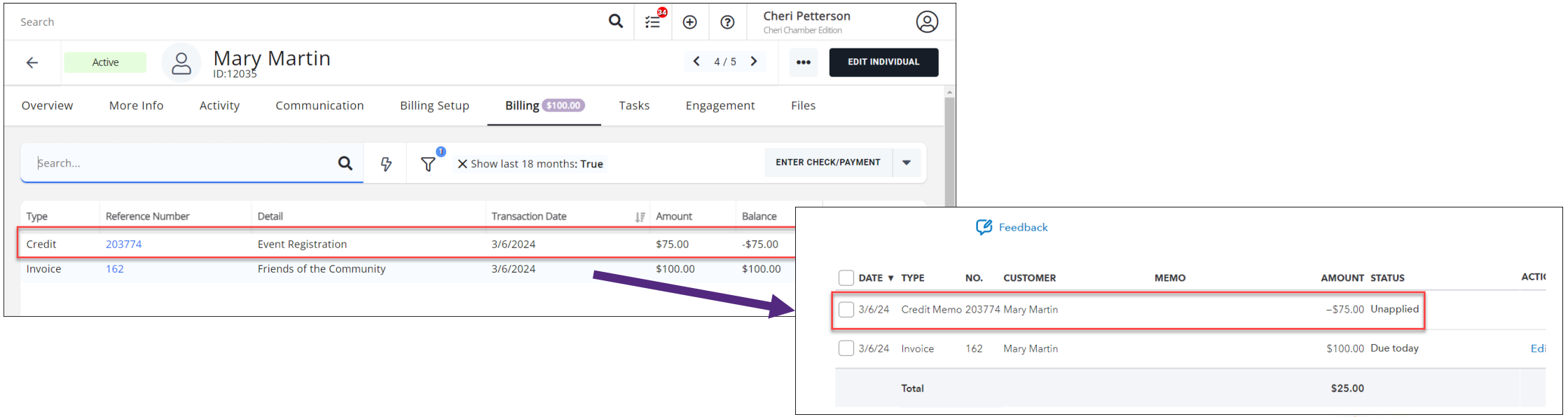
Transactions: Credit Memos

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



KB: Add or Apply Credit Memos

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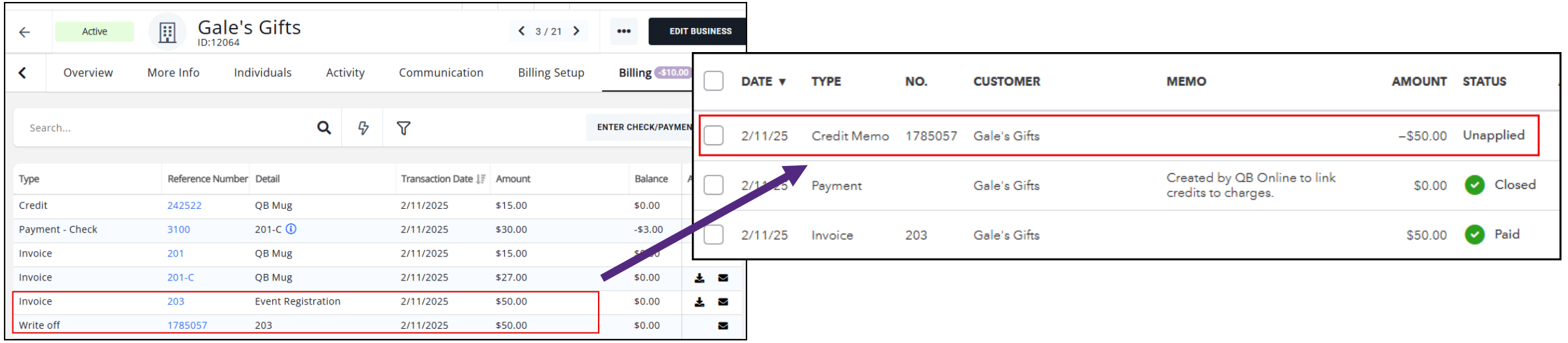
Transactions: Write-offs

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.



KB: [Create a Write-off]

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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.

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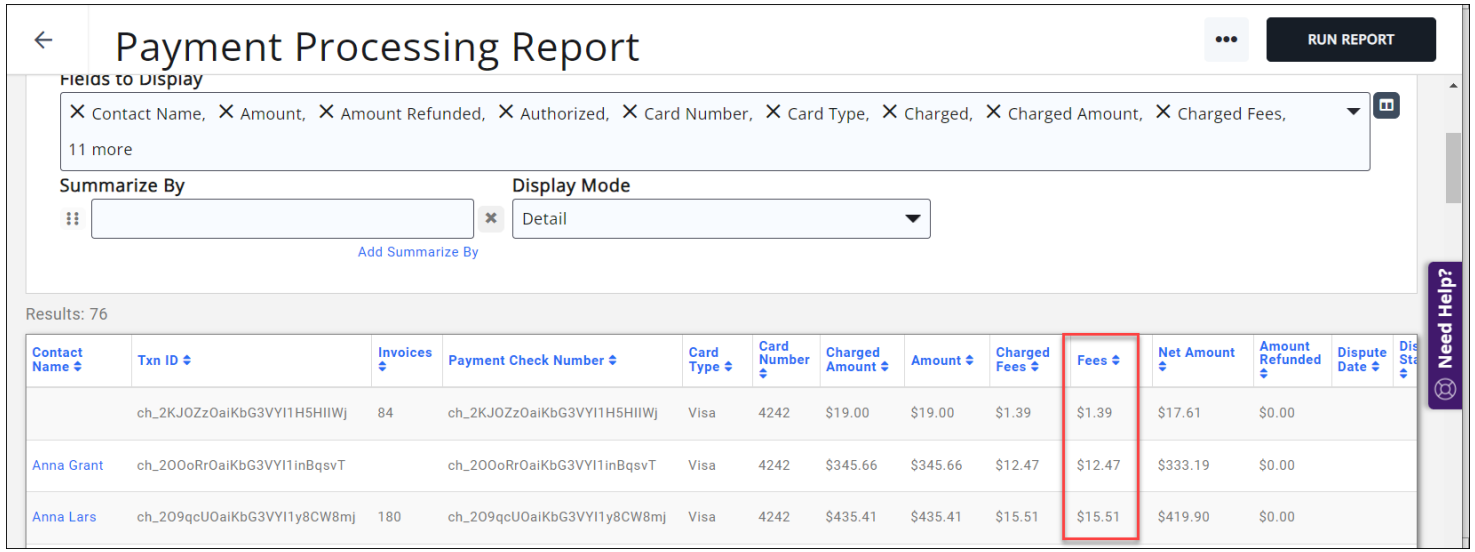
Reporting: Transactions versus Accounting

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.



Contact Name	Txn ID	Invoices	Payment Check Number	Card Type	Card Number	Charged Amount	Amount	Charged Fees	Fees	Net Amount	Amount Refunded	Dispute Date
	ch_2KJOZzOaiKbG3VYI1H5HIIWj	84	ch_2KJOZzOaiKbG3VYI1H5HIIWj	Visa	4242	$19.00	$19.00	$1.39	$1.39	$17.61	$0.00	
Anna Grant	ch_2OOoRrOaiKbG3VYI1inBqsvT		ch_2OOoRrOaiKbG3VYI1inBqsvT	Visa	4242	$345.66	$345.66	$12.47	$12.47	$333.19	$0.00	
Anna Lars	ch_2O9qcUOaiKbG3VYI1y8CW8mj	180	ch_2O9qcUOaiKbG3VYI1y8CW8mj	Visa	4242	$435.41	$435.41	$15.51	$15.51	$419.90	$0.00	

KB: Billing Reports

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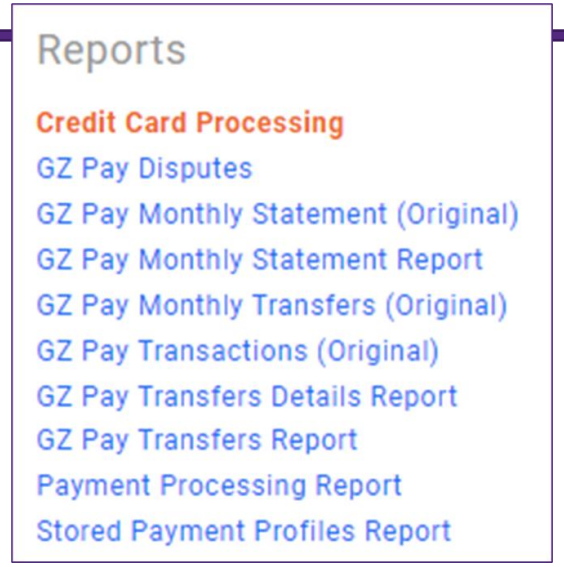
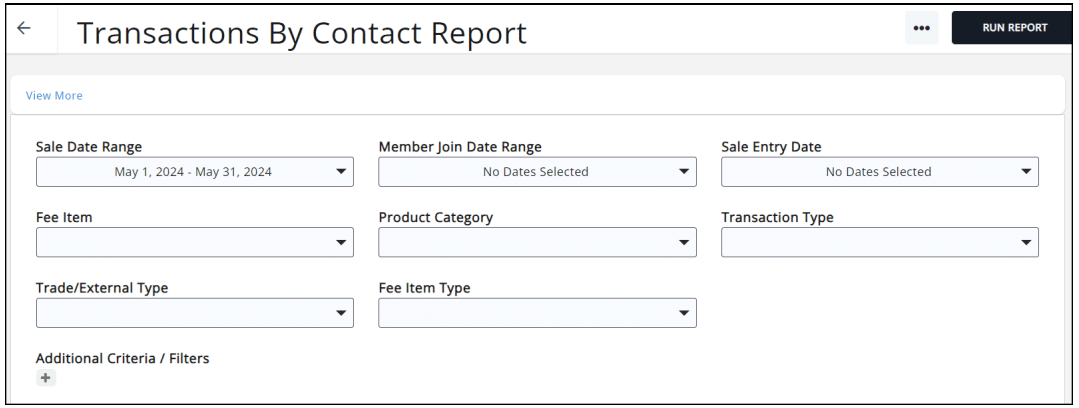
Helpful GrowthZone Reports

- 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.





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SPECIAL CIRCUMSTANCES

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Fee Item Adjustments

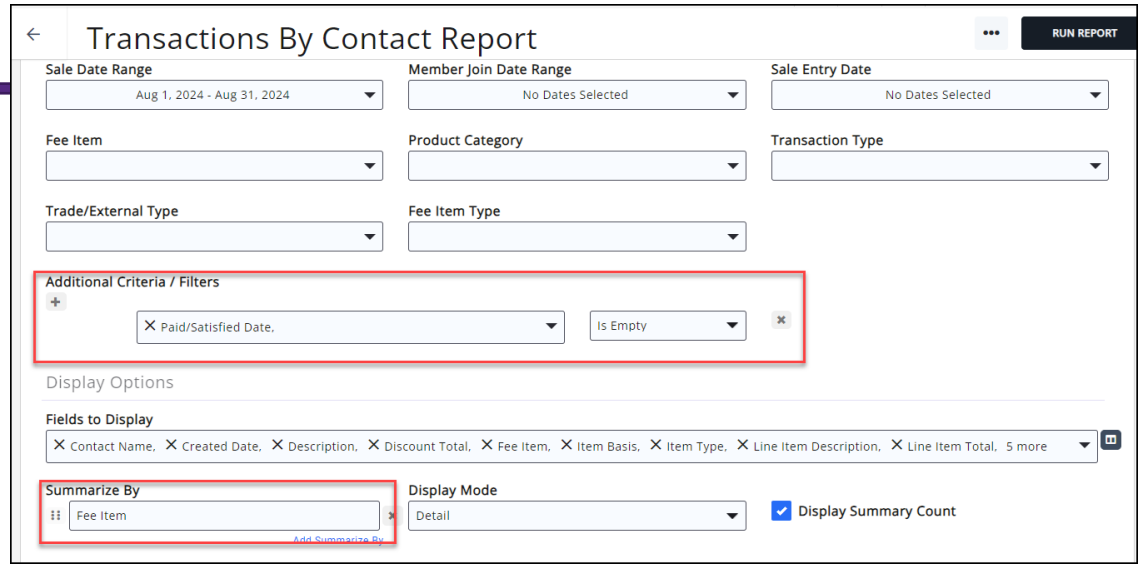
Adjusting old Fee Items

- 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]



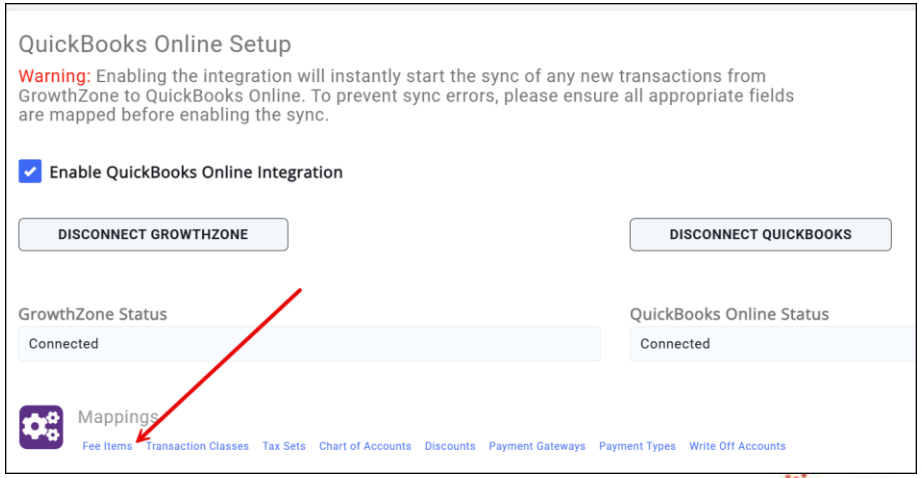


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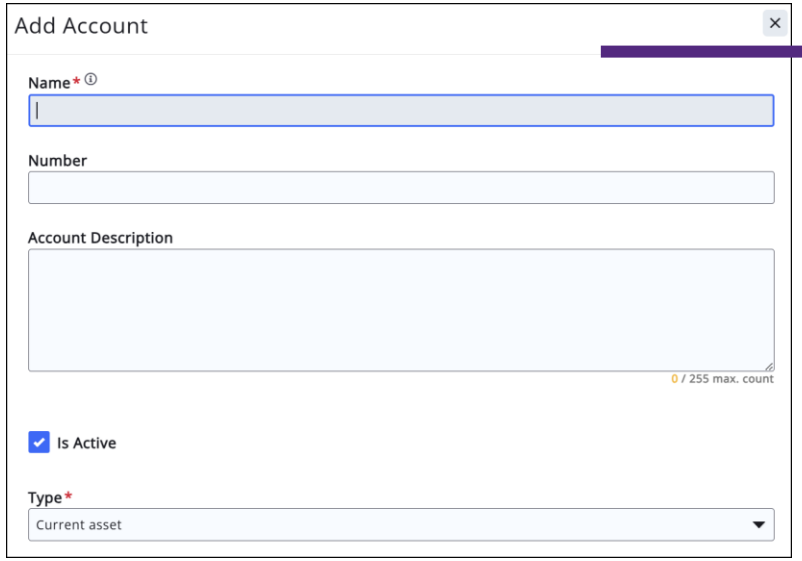
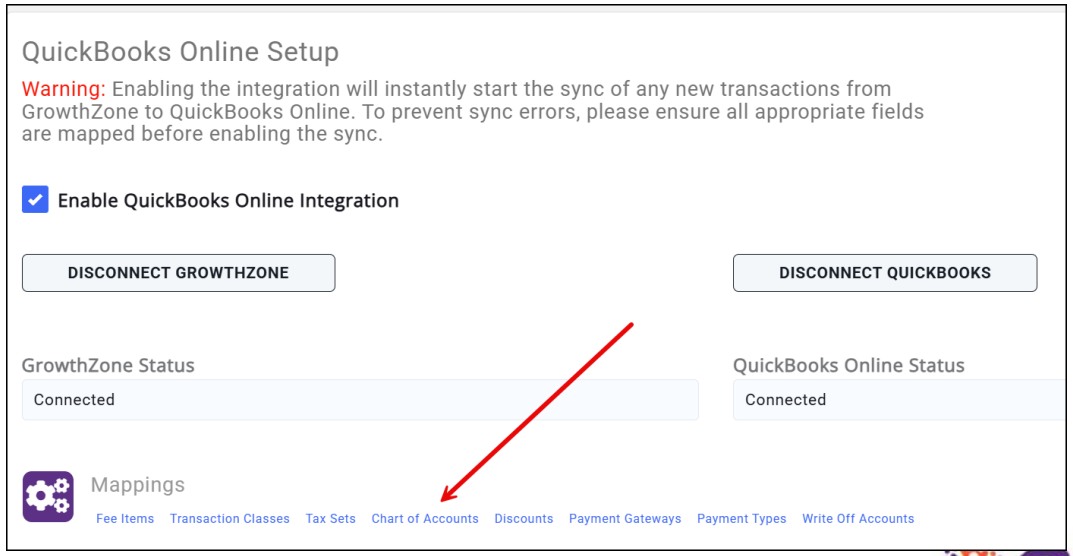
Chart of Accounts Adjustments

- 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.





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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

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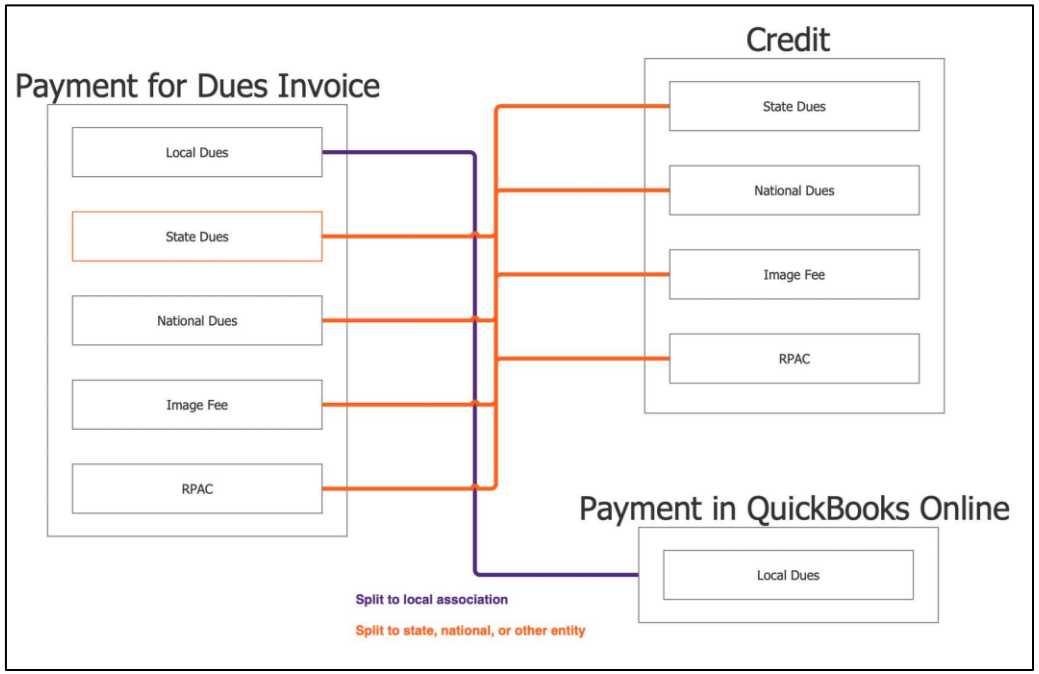
REALTOR® only: NAR eCommerce Splits

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

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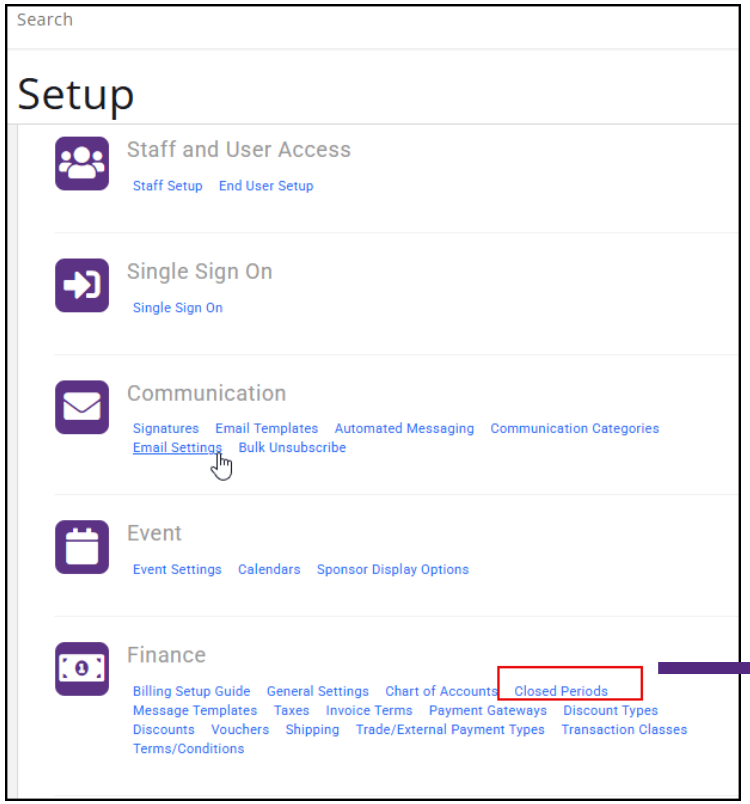
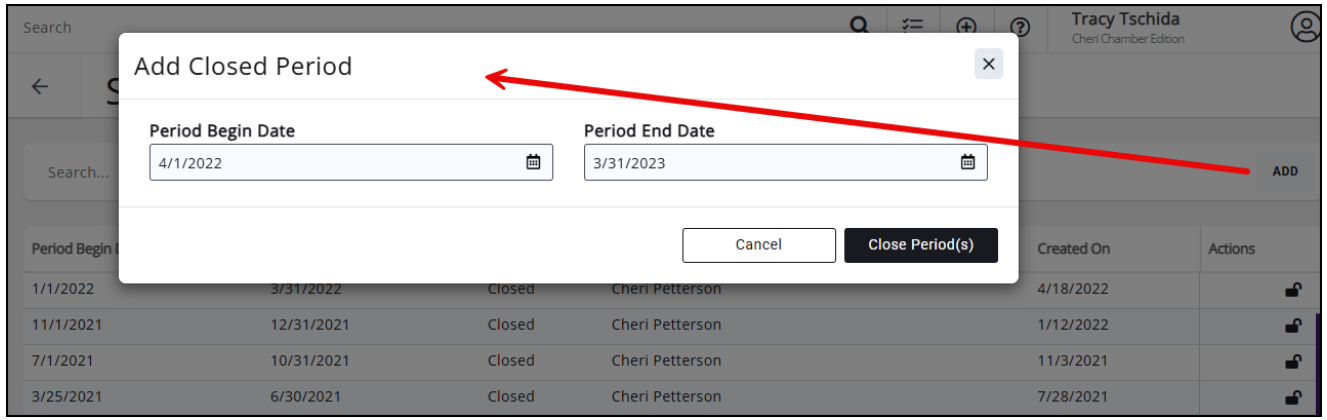
Closed Periods



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



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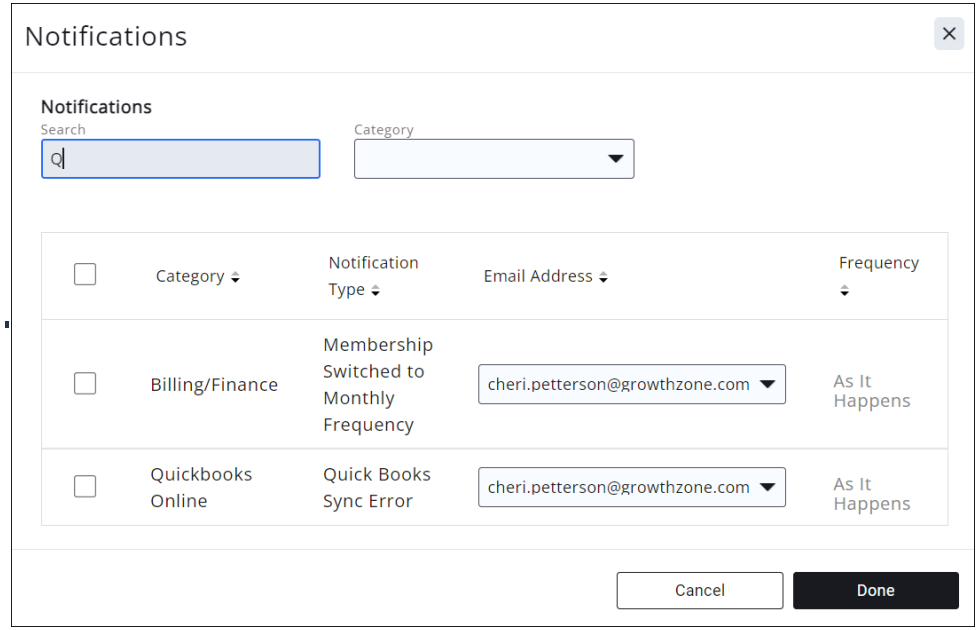
Sync Log Errors

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.



KB: Subscribe to Automated Staff Notifications

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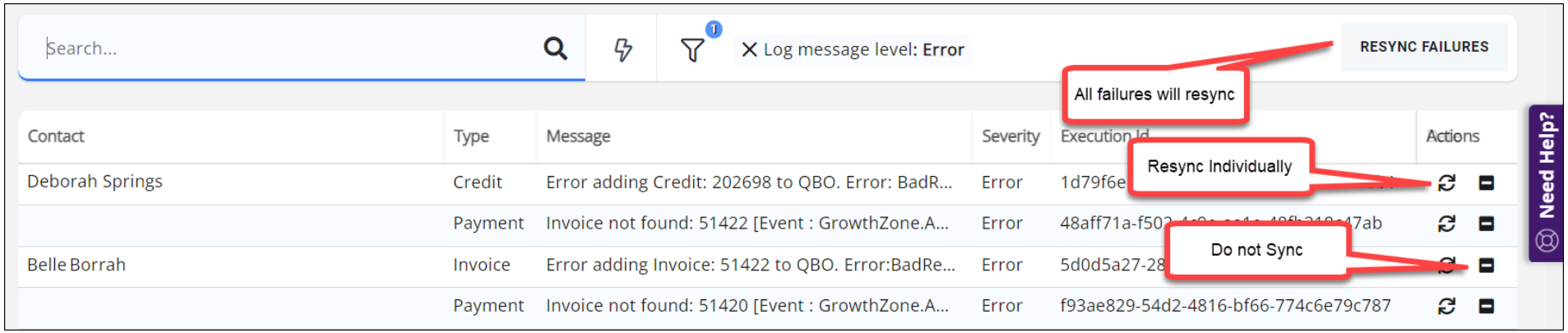
Sync Log Errors

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



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Questions?

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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) »

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