

QuickBooks desktop integration setup

This article applies to:

[Max](#)

[Ultimate](#)

This integration has been retired for all new customers. Existing customers are encouraged to check their data since there could be some inconsistencies. We will be updating with a new integration as soon as possible.

Keap Ultimate integrates with the desktop version of QuickBooks. With this integration, you can export invoice and payment data (cash payments, returns, refunds, & credits) from Keap and use it to update QuickBooks.

Keap employees do not support QuickBooks and cannot advise you about managing QuickBooks data or about accounting best practices.

Getting Started

The QuickBooks Desktop integration is disabled by default. Please contact [Customer Support](#) to request that it be enabled. You will be asked to read and sign a legal disclaimer and return it by email.

Please review the QuickBooks integration documentation thoroughly before you begin using this feature. Follow the QuickBooks setup instructions in order. Do not skip or re-order any of the steps.

Remember to back up your QuickBooks data before every import.

This tool only syncs data from Keap to QuickBooks. For a consultant solution, check [Keap Marketplace](#) for a vendor.

Prepare Products for import into QuickBooks desktop

1. Go to **E-Commerce > Products** and click on a product's name.
2. Go to the **QuickBooks Information** tab to enter:
 - a. **QuickBooks Product Name:** The QuickBooks Product Name must exactly match the name or number you've assigned to the product in QuickBooks. It does not need to match the name of the product in Keap Ultimate. The QuickBooks Name must have fewer than 31 characters.
 - b. **QuickBooks Account Name:** The QuickBooks Account Name must exactly match the Account Name on

your QuickBooks Profit & Loss report. Separate the Account and sub-account with a colon, no space (e.g. Initial Licenses:Keap - Initial Licenses is the Account, Keap is the sub-account). In some cases, you may have more than one sub-account (e.g. Services:Training:Classes - Training and Classes are both sub-accounts). *Note: Sub-accounts are optional in QuickBooks. Your business may not use them.*

3. **Save** the product.
4. Repeat this process for the remainder of your products.

Map Keap to QuickBooks desktop: Accounts & Non-standard Product Types

Be Careful! You are responsible for the accuracy of the information entered into these fields based on a good understanding of your QuickBooks program. Keap support teams cannot instruct or advise you in this area.

1. Navigate to **E-Commerce > Settings** and click on **QuickBooks** in the settings menu.
2. Enter **QuickBooks Account Names** into Keap Ultimate. These names must exactly match the account and sub-account names on your QuickBooks Profit & Loss Report. Separate the Account and sub-account names with a colon and no space; e.g., Initial Licenses:Keap.
 - a. **Invoice Debit Account:** Enter the name of the QuickBooks account and applicable sub-account(s) that update when a debit account is invoiced; e.g., Accounts Receivable. This account may differ based on your accounting method.
 - b. **Payment Debit Account:** Enter the name of the QuickBooks account and applicable sub-account(s) that update when a payment is made to a debit account; e.g., Un-deposited Funds or a bank name.
 - c. **Payment Credit Account, Credit Credit Account, and Refund Credit Account:** Enter the names of the QuickBooks accounts that update when there is a credit to Accounts Receivable. These fields determine what updates in QuickBooks when someone pays you (Payments Credit), or when you issue a credit to a customer (Credit Credit), or when you issue a refund (Refund Credit).
 - d. **Credit Debit Account, Refund Debit Account:** Enter the names of the QuickBooks Debit Accounts that update when there is a credit or refund to Accounts Receivable.
3. Map the additional Keap Ultimate Product Types (for manual orders) to QuickBooks. The default type is "Product". This type maps to QuickBooks according to the information you enter into individual product and subscription records. When your team enters a manual order, they can choose from the following additional types: Unknown Type, Program, Shipping, Tax, Service & Misc. Upsell Product, Finance Charge, and Special.

4. Use the remainder of the fields on this screen to map the additional product types. Each additional product section; e.g., Tax, has the following fields:
- a. **Item Name Default:** This is assigned to items that do not have a product item name in the line item of the order; e.g., Shipping.
 - b. **Pass Item Description as the Name:** Set to Yes to override the Product Name and pass the item description to QuickBooks instead of the item name.
 - c. **Item Account Default:** This field maps the item type; e.g., Shipping to a QuickBooks Account. The account names must match the account and sub-account names on your QuickBooks Profit & Loss Report. Separate the account and sub-account names with a colon and no space; e.g., Initial Licenses:Keap.

Train Your Manual Order Entry Team

Your order entry team must properly classify the line items (product, program, shipping, tax, etc.) during manual order entry so that QuickBooks can map them to the correct QuickBooks account during Intuit Interchange Format (IIF) file import.

If you do not properly classify products in orders, then they will map to a generic QuickBooks account.

QuickBooks desktop integration Tips

- The IIF file does not import classes.
 - Always back up your QuickBooks data before each import.
 - Product items in QuickBooks desktop are the QuickBooks accounts.
 - Put your accounting expert in charge of mapping QuickBooks accounts to Keap products.
 - Test the Import using an EXACT copy of your working QuickBooks file before you import into your actual QuickBooks file.
 - QuickBooks does not support payment plans. Invoices imported into QuickBooks appear as a single invoice, even if there is a payment plan attached to the order.
 - The Payment Credit Account and the Credit Credit Account are both accounts receivable. The Payment Credit Account is for actual funds received. The Credit Credit account is for credits, comps, freebies, etc. that you've given to customers.
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