



QuickBooks 2019 Desktop Import Process

Objective

This guide will show you how to how to import receivables, payables, payments, credits and journal entries into QuickBooks 2019 from SYNERGY.

Context

With QuickBooks 2019, Intuit Inc. has introduced a new importing process for QuickBooks that moves away from the traditional IIF import file method. The intention of this change is to impose more rules and restrictions to ensure imported data is correct and validated. However, this new method is known to contain certain bugs, omissions, and incorrect restrictions. In the interim, users are still able to use the legacy import method.

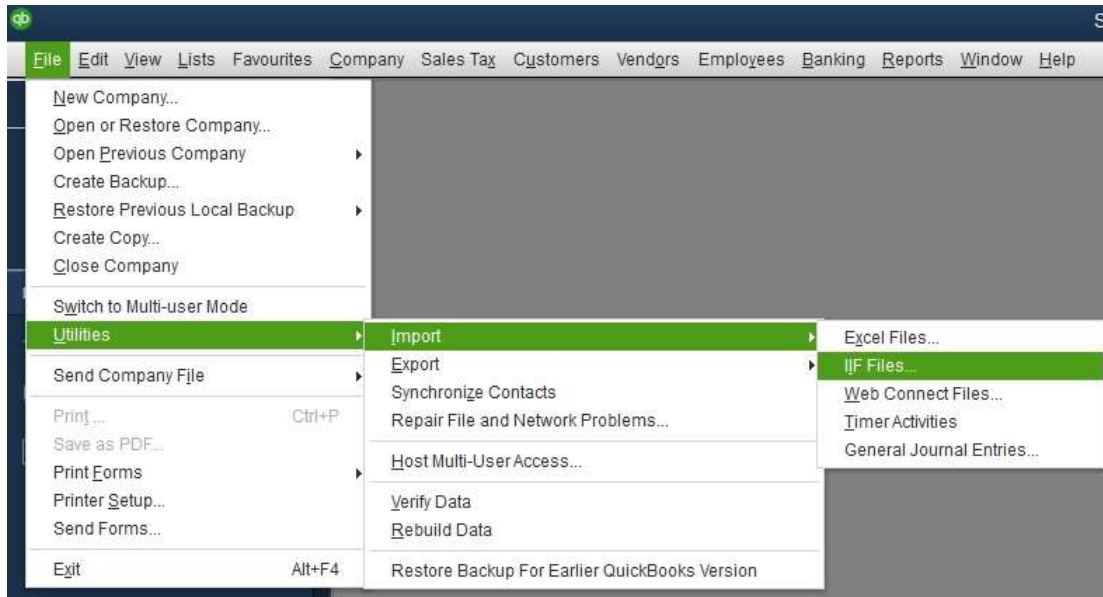
Prerequisites

This guide assumes that all of the following are true and they are not covered here:

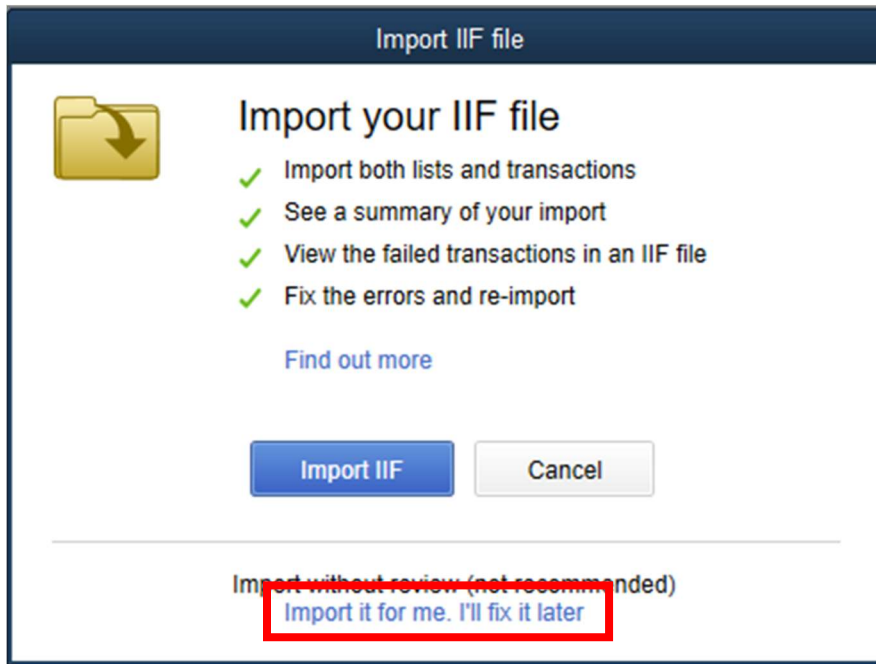
1. QuickBooks 2019 desktop has been installed on your computer and can access your QBW file.
2. Your QBW file has been updated to be compatible with QuickBooks 2019.
3. You have exported the required entries from SYNERGY.

Directions

1. Open QuickBooks 2019 and open/log into your company file.
2. In QuickBooks 2019, go to the toolbar menu and select File > Utilities > Import > IIF Files...



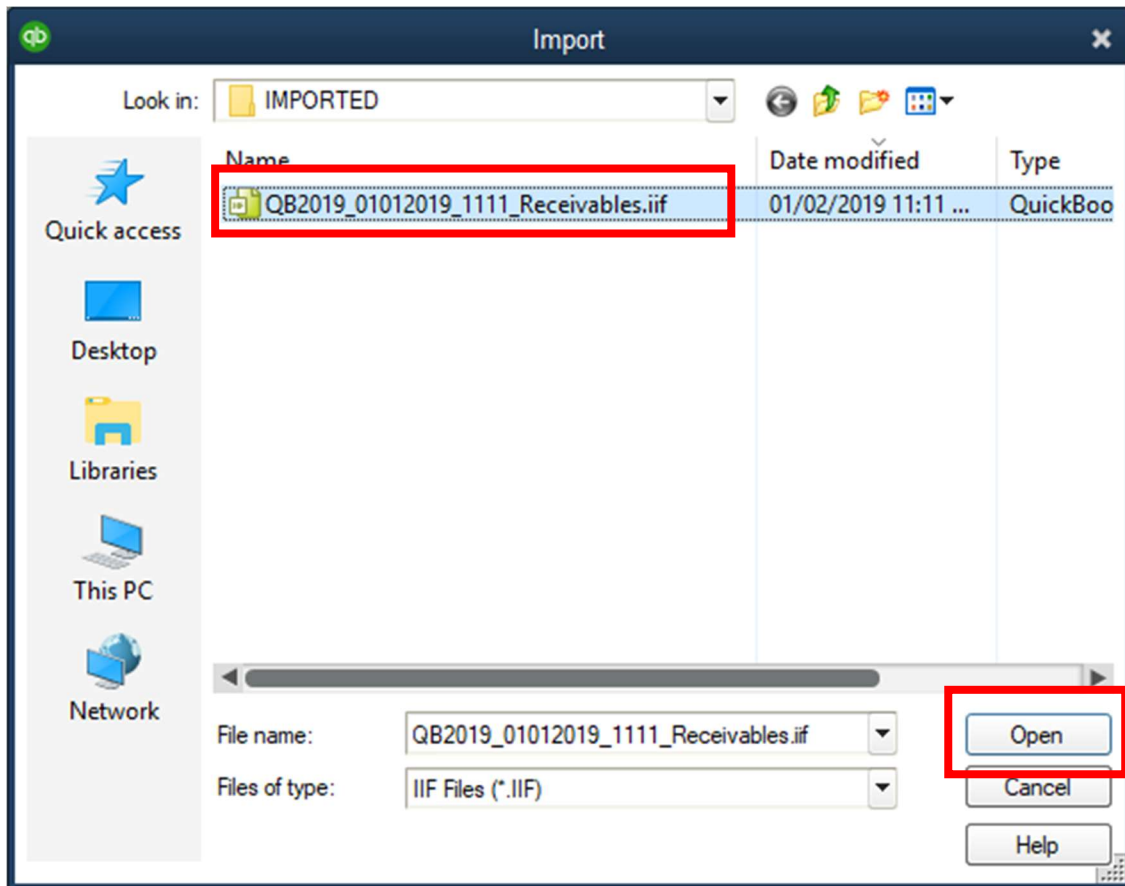
3. The IIF Import Wizard will appear. Click on "Import it for me. I'll fix it later". Ensure that you do not click on "Import IIF" as this will use the new import method thereby creating incorrect entries in your QuickBooks file.



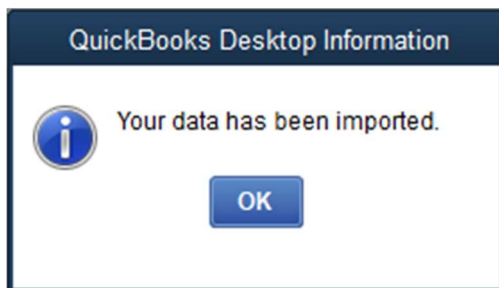
4. The following dialog box will appear. You may choose to back up your QBW file, however, this is not required. Click on "Import IIF".



5. A windows explorer dialog box will appear. Browse to the directory that contains the IIF file you wish to import. This directory is typically "K:\IMPORTED" for files exported from SYNERGY. Select the file that you would like to import and click "Open".



6. A confirmation dialog will appear indicating the entries were successfully imported. Click "OK" to dismiss the dialog box.

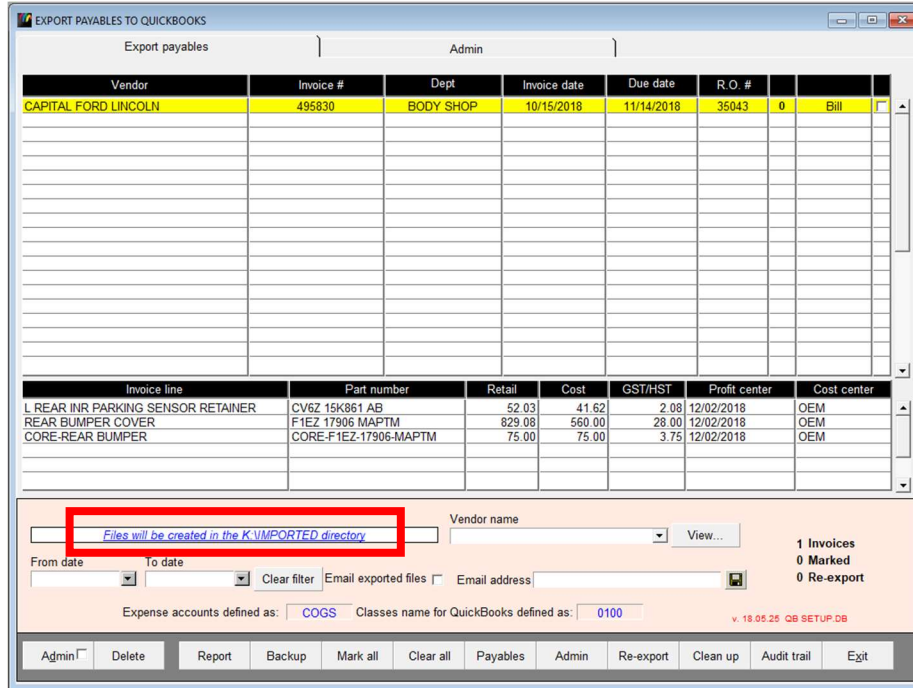


Troubleshooting

The most common issues faced when importing into QuickBooks 2019 are as follows:

- My application looks different than the screenshots in this guide.
 - Please make sure that you have updated QuickBooks 2019. This importing process is not applicable to versions prior to 2019.
- I can't find the IIF file I need to import.

- By default, IIF files are saved "K:\IMPORTED" when exporting from SYNERGY. Ensure that the files have been properly exported from SYNERGY. To verify the location of the IIF files, go to the appropriate export screen in SYNERGY. This window will display the location that IIF files will be exported to.



- I received an error while importing.
 - Please call software support at 604-839-3431 to troubleshoot as this could have several causes.
- The imported Journal Entries are doubled or incorrect.
 - Ensure that you have exported the correct entries from SYNERGY and that you have selected the correct file during the import process. The "IMPORTED" directory may contain older journal entry exports from SYNERGY. Before importing again, make sure that you have reversed all journal entries that were imported. If the issue persists, please contact software support at 604-839-3431.