



QuickBooks Online

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Introduction

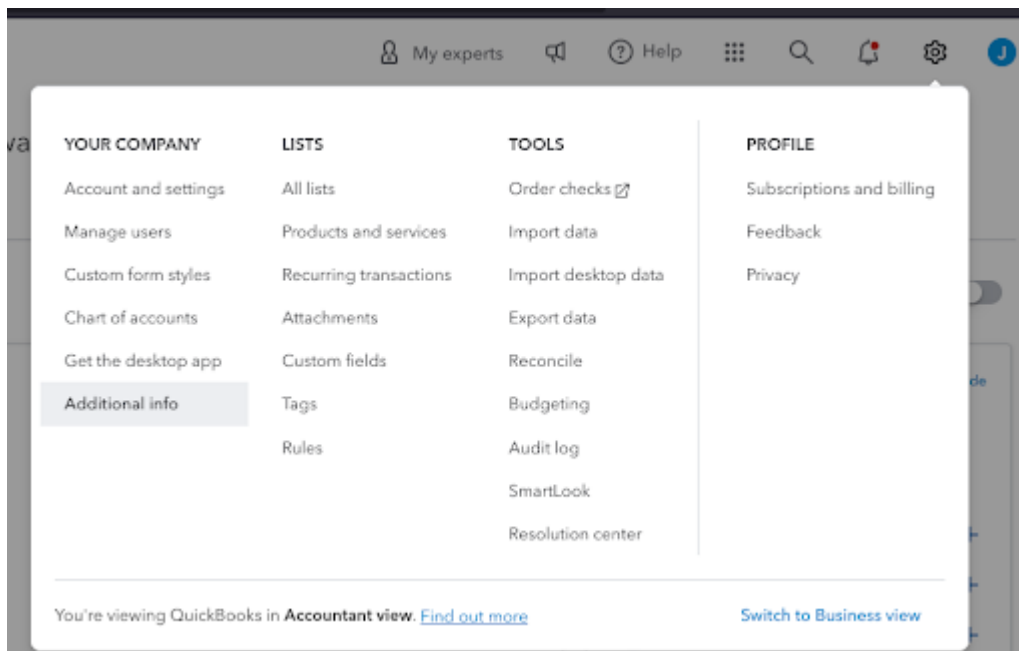
This guide details how to use the Transport Pro/QuickBooks Online integration. There is very little to set up and maintain, and once connected, the data will flow seamlessly between the two applications; it is a two-way integration. Please note that Transport Pro only integrates with **QuickBooks Online**, and **NOT** the desktop version.

Send Transport Pro your QuickBooks Company ID

Prior to connecting to QuickBooks, we will need your Company ID - This is the unique identifier that represents your QuickBooks online instance, and it is used to route data between QuickBooks and your Transport Pro instance.

Here's how to find your company ID in QuickBooks:

- 1) Log into your QuickBooks Online account
- 2) Click the Gear Icon at the top right
- 3) Click the Additional Info link under YOUR COMPANY



- 4) Click the Copy button next to your Company ID to copy the 16 digit code to your clipboard.
- 5) Email support@transportpro.net with your code, and we will add it to your instance configuration.
- 6) Once we have the code, you can continue on to the next section.

Connecting to QuickBooks

When the QuickBooks Online Application is first enabled within your Transport Pro instance, upon login, Administrators will be met with the following popup.



Click the Connect to QuickBooks button to start the authentication process. The user making the connection must also be an administrator of QuickBooks Online. After clicking the connect button, you will be redirected to Intuit's website and be prompted to enter your account credentials.

Sign In

Use your [Intuit Account](#) to sign in to QuickBooks.
[Learn more](#)

 Sign in with Google

OR

Email or User ID

user@transportpro.net



Password

••••••••



☒ Remember me

 Sign In

By selecting Sign In, you agree to our [Terms](#) and
 acknowledge our [Privacy Statement](#).

[I forgot my user ID or password](#)

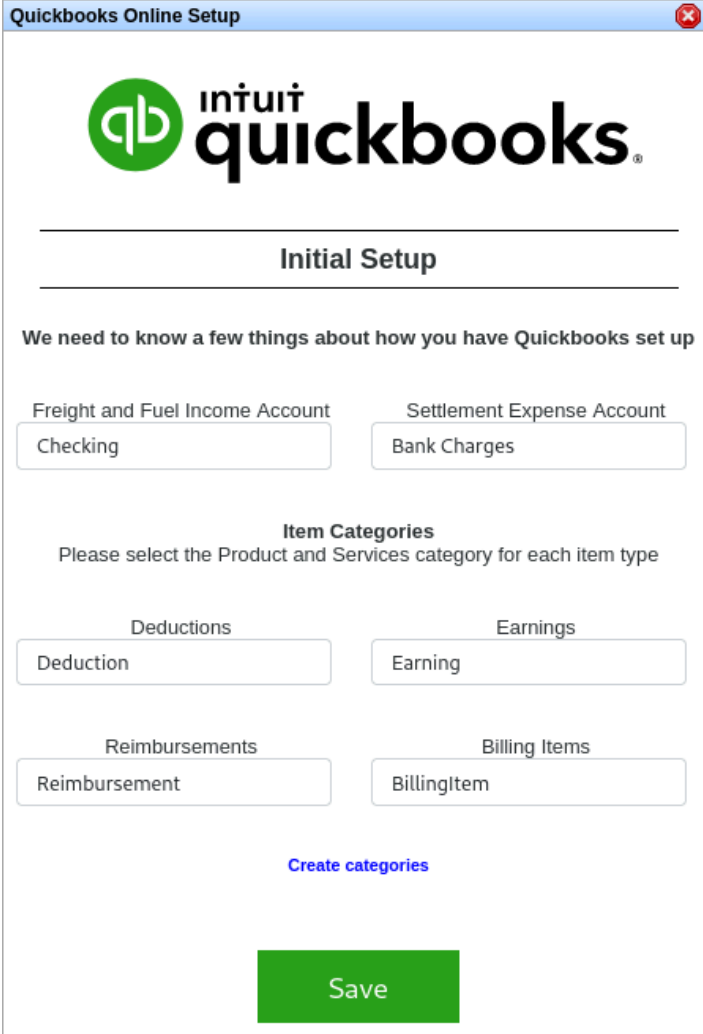
New to Intuit? [Create an account](#)

Once you have entered your credentials, click the Sign In button. You will then be redirected back to your Transport Pro instance. If everything is successful, you will see a success message.



Initial Setup

Once your Transport Pro instance has been successfully connected with QuickBooks Online, you will need to answer a few questions about how you have your QuickBooks instance configured. ALL FIELDS MUST HAVE A VALUE ENTERED.



Freight and Fuel Income Account

This is the income account used when selling Freight and Fuel to a customer

Settlement Expense Account

This is the expense account used when paying vendors for services

Deductions Item Category

The Product & Services category used for deduction settlement items

Earnings Item Category

The Product & Services category used for earning settlement items

Reimbursements Item Category

The Product & Services category used for reimbursement settlement items

Billing Items Item Category

The Product & Services category used for billing line items

Item categories are required to avoid naming collisions between the various item types within Transport Pro. If you have not created any Item categories that match the categories required by Transport Pro, you may either create them manually within QuickBooks, or you can click the *Create Categories* button and let Transport Pro create them automatically. If you already have categories set up in your QBO account, they will appear within the category dropdowns.

Once all of the accounts and categories have been selected, click the Save button to

complete the setup process. If you would like to make changes to these values in the future, you can edit them via the main menu in Transport Pro under Administration -> Manage System Settings -> Main Configuration Settings -> Quickbooks Settings.

It is worth noting that the selected account and category settings are only used when creating new products or services, or linking existing products & services to Transport Pro. You may adjust the accounts and categorization of Product & Services within QuickBooks at any time.

NOTE: Once your QuickBooks Online has been integrated with your Transport Pro system, and you receive the “success” message shown above, and complete the initial setup, it’s live. Any loads you bill going forward will begin to feed into your QBO account, and so forth. The integration is not retroactive, so any older loads in Transport Pro that have already been billed will not get pushed over to QBO, unless you go back and do a re-bill on those.

Products & Services

Products & Services (Items) in QBO are known as Billing Codes and Settlement Codes inside of Transport Pro. These items are automatically synchronized with QuickBooks Online when added, edited or during various billing actions, such as billing and rebilling inside of Transport Pro.

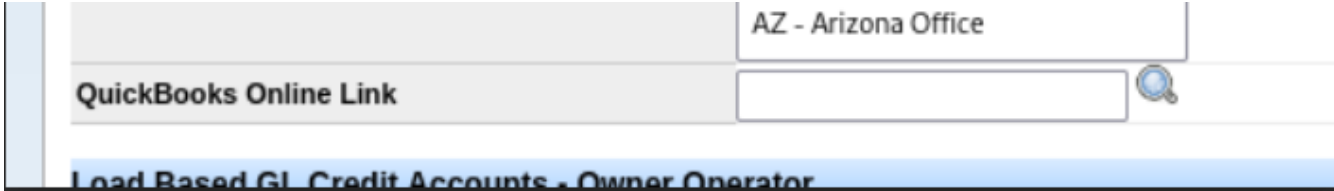
If a billing or settlement code is created within Transport Pro, and that code is new, meaning it doesn’t already exist in QBO, then it automatically gets pushed over and created in QBO for you.

If that code already exists within QuickBooks, Transport Pro will automatically connect the newly created code in Transport Pro to the existing item in QuickBooks if it matches exactly.

When Transport Pro sends a code over to QBO, it will first check the category of the code, and then check the code against what is in QBO. If there’s a match it will link to the matched code in Transport Pro.

NOTE: In order for the billing or settlement code from TP to synchronize with the existing code in QBO they must match exactly, or in other words are case-sensitive. For example, let’s say you create a new billing or settlement code inside of Transport Pro and call it “Layover” but inside of QBO it’s called “Lay Over” (with a space), it won’t sync, but rather create a new code because it doesn’t match exactly. You can always edit it so that it syncs going forward. Transport Pro will never overwrite or modify any existing items on the QBO side.

Pro Tip: You have the ability to link billing and settlement codes in TP to the existing product & services codes you already have set up inside of QBO if you want to (not required, but recommended). To do this, pull up the billing or settlement code inside of TP, enter the QBO link for the product or service you wish to link to, and click save. If you do this manual linking prior to billing in TP then it will avoid the duplication of any codes, or the need to merge anything later. See screenshot below for reference:



The screenshot shows a web interface for 'Transport Pro'. At the top, there's a header bar with 'AZ - Arizona Office' on the right. Below this, there's a section titled 'QuickBooks Online Link' with a text input field and a magnifying glass icon to its right. At the bottom of the visible area, there's a blue bar with the text 'Load Based GL Credit Accounts - Owner Operator'.

If you decide to use this linking feature, we will use the exact ID and name pair that you have on the QBO side. The link is simply a way to connect any TP item to any QBO item.

If you decide not to use this linking feature, then the items will still get pushed over, and look at the category that code is in (which you set up in the beginning via categories) to figure out where to put it.

Using either option, you should never have naming collisions.

For more information on how to add/manage billing and settlement codes inside of Transport Pro, please refer to: [How to Set Up & Manage Billing and Settlement Codes](#).

Customers & Vendors

Customers, Broker Carriers and Owner Operators are automatically synchronized with QuickBooks Online when created, edited or modified. When first interacting with QuickBooks, Transport Pro will always create new customer or vendor records inside of QBO. If the customer or vendors already exist within QuickBooks, they will need to be merged with the new variants created by Transport Pro.

NOTE: When a customer, broker carrier, or owner operator gets pushed over from Transport Pro to QBO, it is pushed over with the Transport Pro ID as the suffix to avoid any naming collisions. Any updates will occur when you bill, re-bill, or click save on a customer or vendor record inside of TP.

Pro Tip: You have the ability to link customers or vendors (i.e. broker carriers or owner operators) to existing customers or vendors in QBO (not required, but recommended); You can link multiple customers in TP to a single customer or vendor in QBO. If you decide to do this linking prior to sending anything over to QBO then it eliminates Transport Pro sending a variant of the customer or vendor over to QBO and eliminates the need to merge anything later. See screenshot below for reference. The example screenshot below shows where you can add the QBO link on the owner operator profile in Transport Pro.

The same option is available on customer and carrier profiles.

Owner Information



Save Record



Cancel



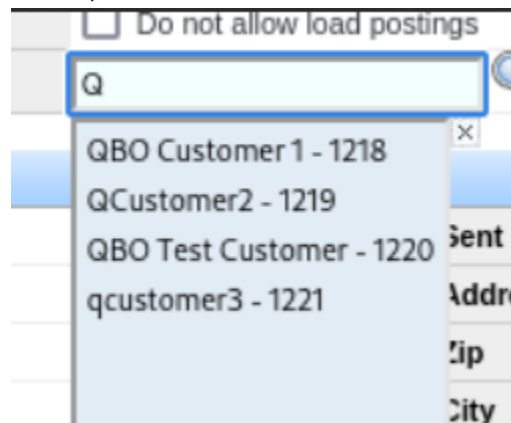
The QuickBooks Online integration is enabled for this account

Would you like to update the owner record in QuickBooks Online when you save this record? ☐ Yes

Owner Information

Status	Active
Owner (first,middle,last)	Company
Company	
Address	12345 Reed Rd
Zip	80016
City	Aurora
State	Colorado
Group	- Select -
Preferred Settlement Day	- Select -
Factor Payments	Non-Factored
Print 1099?	<input checked="" type="checkbox"/>
QuickBooks Online Link	Company A - 1072

NOTE: You will notice that if you decide to link your records as shown in the screenshot above, that it's an auto-complete type of field. You can start typing the customer's name, and it will pull the matching records from your QBO account. Select what you want to lock it in. As you go through the linking process, it will look like the below screenshot:



Do not allow load postings

Q

- QBO Customer 1 - 1218
- QCustomer2 - 1219
- QBO Test Customer - 1220
- qcustomer3 - 1221

Please refer to the following documentation for more information on how to add/manage customers, broker carriers and owner operators in Transport Pro.

[Add Customers](#)

[Add Broker Carriers](#)

[How to Add & Manage Owner Operator Profiles](#)


Invoicing

Customer invoices are automatically generated as part of the load billing process in Transport Pro. This process is completely seamless and there is no additional action required other than the typical billing process. Sending invoices to QuickBooks is part of the standard billing process within Transport Pro. In the main menu, click Billing -> Load Queues -> Freight Bill Processing Queue - you will see all of the loads currently marked Ready to Bill and waiting to be sent to the customer. Select the invoices you wish to send, and click "Send to Customer." Once the button has been clicked you will immediately (within 5 mins) find the same invoice within QuickBooks.

When an invoice has been marked as paid within QuickBooks, the associated load balance will be updated in Transport Pro within a few seconds, so there is no need to do double entry or mark the load as "paid" in TP.




The system logs whether or not the invoice information was successfully pushed over to QBO, and you can see that information in a few different ways inside of Transport Pro:

1. When you process the loads in the freight bill processing queue and click "send to customer" you should immediately receive a message that either says the loads were "successfully processed," or if there is any kind of issue, you will receive a message explaining what the issue is.
2. These logs are tied to each individual load. Once you start billing loads in TP, you can navigate to the Load Summary screen and review the "information" box in the upper left-hand corner of the load to see if the transactions were successfully sent over to QBO. When you eventually mark the invoice as "paid" in QBO the balance inside of TP will automatically update. See screenshot below for reference of where to see QBO invoice activity on each load:

Information	
Load ID	50770
Pick Up Date	 06/05/2024 at 08:00 Firm Appointment
Delivery Date	06/05/2024 at 16:00
Load Status	Delivered, Documents Received, Billing complete
QBO Invoice #	135296

- There is also a report you can run to see the invoicing logs of everything that was sent over from TP to QBO. You will see if it was successfully sent, or if it failed for some reason, and what the reason is. The Report can be found under Reports>Operational Reports>QBO Invoice Transfer Report.

Entity Transfer Report

Transfer Date	From: 2024-04-01  To: 2024-06-30 
Entity Type	Billing Codes 
<input type="button" value="Get Report"/> <input type="button" value="Clear"/> <input type="button" value="Save Search"/>	

Report Results
[Printable Report](#)
[Export to CSV](#)

ID	Entity	Entity ID	Remote ID	Transfer Date	Transfer Message
23	BillableLineItem	180	0	05/28/2024	Success
22	BillableLineItem	179	0	05/28/2024	Success
13	BillableLineItem	144	99	05/24/2024	ValidationFault: A business validation error has occurred while processing your request / Business Validation Error: Not a valid product or service name. Names must have at least one character and cannot include tabs, newlines or ':'. (6000)
12	BillableLineItem	144	99	05/24/2024	Success
11	BillableLineItem	144	99	05/24/2024	Success

For more information on the Transport Pro billing process, please see [Billing](#).

Vendor Payments & Settlements

When a load is marked Ready to Bill, pending settlements are created within Transport Pro.

NOTE: The integration for settlements only works with broker carriers and owner operators, **NOT** company drivers. Broker carriers and owner operators are known as “vendors” in QuickBooks.

When you’re paying a broker carrier, the push of their pending settlements happens when you process their settlement in Transport Pro.

Further, when paying broker carriers, their factoring companies need to be taken into account, if applicable. This information will also push over when the settlements push occurs at processing in TP, assuming you have already tagged the factoring company on the carrier profile in Transport Pro.

Therefore, it's best practice to check the carrier's profile and payment info before processing the settlement to make sure that the factoring company is tagged.

When you're paying owner operators, the push also happens when you process the settlement inside of Transport Pro.

When the push of settlements occurs, Transport Pro will create a vendor bill in QBO, which can be added to and modified until paid.

The next pending settlement created within Transport Pro will create a new vendor bill in QuickBooks.

While vendor bills are open, if at any time the balance of the bill drops below zero, a vendor credit will be issued within QuickBooks. This vendor credit is directly connected to the open vendor bill, and the credit may decrease as additional items are added to the bill.

If you need to void a settlement, you will need to re-bill the load in Transport Pro, and let the flow happen to push any changes over to QBO.

The VOID option in Transport Pro does get disabled when the integration is active.

When a settlement is transferred to QuickBooks, Transport Pro will report on if the transfer was successful.

You can track the settlement transfer status on the load summary page under *Settlement Entries* (see screenshot below).

Description	Transferred	Transfer Message
Line Haul - Freight Earnings	07/28/2023	Success
Line Haul	07/28/2023	Success

The Transferred column shows the date that the settlement was last sent to QuickBooks (will take rebills into account). The Transfer Message column shows the state of the transfer. When successful, the Transfer Message will show "Success." If an error occurs, a detailed message will be displayed instead. Voided settlements will show a Transfer Message of "Voided."

You can also run a settlements transfer report via the main reports tab under Reports>Operational Reports> QBO Settlements Transfer Report.

Since you're processing settlements in TP, this information will feed into our "Completed Settlements Report," where you can see information, such as how much you paid a particular account, or factoring company. This report is found under Settlements>Reports>Completed Settlements Report.

Rebiling Loads

When a load is rebilled in Transport Pro, the existing customer invoice for the load is modified - even if the invoice had previously been marked as paid. Transport Pro will always maintain a one to one mapping between loads and customer invoices within QuickBooks. Once the load has been marked as paid in QuickBooks, the remaining balance in Transport Pro will be updated.

If an invoice has already been paid in QuickBooks and the load is rebilled for a reduced amount, a customer credit will be created in QuickBooks for the difference.

As part of the load rebill process, any pay adjustments will appear in the Pay Adjustments Queue in Transport Pro. Once the queue has been processed, the adjusted pending settlements will appear within QuickBooks on the current vendor bill and/or credit.

For more information on rebilling loads and pay adjustments, see [Rebill a Load](#).

Disconnecting from QuickBooks

You can completely disconnect from QuickBooks Online at any time. From the main menu, click Administration ->Manage System Settings -> Main Configuration Settings -> QuickBooks Setup. You will then click the green button labeled “Disconnect QuickBooks Online”. Once the disconnect button is clicked, the data flow between QuickBooks and Transport Pro will immediately stop for all users connected to Transport Pro.

Site Config



If you have any questions, please contact our support team at support@transportpro.net