

Becoming Independent

Three dimensions in one account number

Moving Becoming Independent off Dynamics GP when locations, projects and parent classes each fell short

Microsoft Dynamics GP → QuickBooks Online Advanced | Comprehensive case study



3 in 1

main account, project and service unit in one GL string

3 days

early: final load August 21 against an August 24 target

72

customers carried forward, from a list of about 565

1

business day to fix the one post-delivery variance

In Becoming Independent's Dynamics GP ledger, the account number carried the whole reporting model: main account, project and service unit in one string. SaaS Direct had to pull them apart and rebuild them in QuickBooks Online Advanced.

CLIENT





EXECUTIVE SUMMARY

Unpacking an account string

Becoming Independent (BI) ran its books on Microsoft Dynamics GP, where the account number carried three things at once: the main account, a project code and a service unit. Moving to QuickBooks Online Advanced meant pulling that string apart and giving project and service unit somewhere to live on every transaction line.

Three obvious QuickBooks Online homes fell short, each for a concrete reason: locations apply to the whole transaction, projects can belong to only one customer, and a child class can sit under only one parent. SaaS Direct combined project and service unit into a single class name, consolidated the main accounts, and delivered January 2024 onward at transaction level, with earlier years in a reconciled archive.

The project slipped before it sped up. Access to the hosted GP environment took about two weeks, the client moved the freeze to protect its July close, and one reporting request was declined as too much rework. The final load still arrived three days ahead of the revised target, and the client confirmed on August 31 that everything looked good.

CONTENTS

- 01** The client and starting position
- 02** The core problem
- 03** Designing the destination
- 04** How the engagement ran
- 05** Obstacles and how we resolved them
- 06** Validation
- 07** Timeline and outcome
- 08** What made this work

STARTING POSITION

FROM

Microsoft Dynamics GP

- Hosted by a third-party provider
- Account string: main account-project-service unit
- GL, AP, AR and fixed assets
- Most AP and AR detail held in Bill.com
- Payroll journaled in from ADP



TO

QuickBooks Online Advanced

- Main accounts only, duplicates consolidated
- Project and service unit carried as classes
- January 2024 onward at transaction level
- Cleaned customer and vendor lists
- Earlier years in a reconciled Excel archive

The client and starting position

Becoming Independent is a nonprofit in Santa Rosa, California, founded in 1967, providing education, employment and living services for adults with intellectual and developmental disabilities. It is a single entity with a July to June fiscal year and a lean accounting team.

GP was hosted by a third-party provider and reached over remote desktop. Around it, Bill.com handled payables, invoicing and payments and held most of the AP and AR detail, and ADP payroll posted into GP as summary journals. The move was introduced by the client's advisory accounting firm.

GP COMPANY PROFILE

ITEM	AT ASSESSMENT
GP modules in use	General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets
Entities	One
Account structure	Main account, 4-digit project code, 2-digit service unit
Customers	About 565 names; 72 carried forward after the client's review
Subledger detail	Mostly in Bill.com rather than GP
Payroll	ADP, posted to GP as summary journals
Fiscal year	July 1 to June 30

From discovery calls, the complexity assessment and the extraction review.

WHAT BECOMING INDEPENDENT NEEDED

Both dimensions on every line

Project and service unit reportable at transaction line level, not just per transaction.

A clean chart of accounts

Duplicate and inconsistently named accounts consolidated under one name each.

Room for Bill.com

A ledger Bill.com could connect to once the migration was done.



SECTION 02

The core problem

In GP, account 61610-0638-16 (Donations) is three facts in one: 61610 is the main account, 0638 the project and 16 the service unit. Reporting by service unit and project depended on those segments.

QuickBooks Online has no equivalent. Strip the project and service unit off and multiple GP accounts share the same main account number, so the chart of accounts has to be consolidated. And the two stripped dimensions still need a home that works on every line of a transaction, because many transactions are split across projects.

Any GP customer whose account segments encode projects, departments or programs will meet this. QuickBooks Online gives you a flat account list and a small set of tagging tools, each with its own limit.

IS THIS YOUR SITUATION?

- ✓ Your GP account numbers carry project, department or program segments
- ✓ Transactions are split across those segments at line level
- ✓ The same main account appears under several names
- ✓ Your subledger detail lives partly outside GP

If two or more apply, the class and account design is the critical path of your migration, not the data load.



Designing the destination

Seven alternatives were considered and set aside before the design was settled on July 9.

OPTION CONSIDERED	WHY IT WAS SET ASIDE
SmartList exports instead of a SQL backup	Exports do not capture the underlying data structure or relationships, which raises the risk of scope gaps when the data is restructured.
Loading Bill.com customers and vendors into QBO first	Exact-name matching would create duplicates, and GP transactions reference GP records. GP went first, with Bill.com to connect afterwards.
Project codes as locations or departments	Set at transaction level. Many transactions are split across projects, so the tag had to live on each line.
Project codes as QuickBooks Online projects	Each project can belong to only one customer, and some GP projects were tied to several customers.
Tags or sub-accounts for project codes	Suggested by the client. We recommended classes instead, for cleaner reporting across both dimensions.
Parent and child classes, service unit over project	Our first proposal, on July 6. A child class can sit under only one parent in QuickBooks Online, so the same project could not appear under several service units; we withdrew it on July 9.
Carrying all of about 565 customers and inactivating the unused	The client reviewed the list against the transaction data and carried forward 72.

Chosen: one class name carrying project and service unit

Main accounts became the chart of accounts, consolidated under one name per number. Service unit and project were concatenated into a single class name carrying both number and name; project code 0000 mapped to the service-unit class alone. Customer-level and item-level classes were dropped, and AP lines with no vendor were tagged to a single catch-all vendor the client named. Agreed in writing on July 9.

ONE GP ACCOUNT STRING

WHERE EACH PIECE WENT IN QUICKBOOKS ONLINE

61610

Main account

Chart of accounts; duplicates consolidated

0638

Project code

Combined into the class name

16

Service unit

Combined into the class name

How the engagement ran

- 1 Assessment on the real database**

We assessed a current SQL backup of the GP company database rather than exports, so the account string and its segments could be decomposed before quoting.
- 2 Extraction package and discussion points**

The extraction package, with data through April 30, 2026, was delivered June 23 with written discussion points on the account string and duplicate accounts, followed by class conflicts on June 29, and reviewed with the client on June 30.
- 3 Design decisions in writing**

Between July 1 and July 9 the client returned final lists for accounts, classes, projects and customers, and approved the chart of accounts and class design in writing.
- 4 Two loads and a freeze**

First load delivered July 21. August 14 was the last working day in GP, the freeze ran August 17 to 21, and the final load was delivered August 21.
- 5 Archive and close-out**

The historical archive, June 2020 through December 2023, was delivered August 24 with the fund-balance fix. The client confirmed on August 31.

COMMERCIAL STRUCTURE

Paid complexity assessment against a SQL backup of the GP company database, then a fixed-fee quote with two history windows. The client chose January 2024 onward and added the historical archive as a separately priced option.



Obstacles and how we resolved them

Seven things went wrong or needed a decision. How a vendor handles those is a better guide than a clean story, so here they are in full.

Getting into a hosted GP

Validation needed access to the GP interface, which sat with a third-party hosting provider. It required a paid user license, which the client declined at first, then MFA, then a remote desktop setting before files could be copied out.

Resolution. Access working by June 18. The timeline was revised on June 17 because of the access delay.

The freeze clashed with month-end

The revised freeze fell during the client's July close.

Resolution. At the client's request, the last day in GP moved to August 14, the freeze to August 17 to 21, and delivery to August 24.

Remote access dropped mid-project

In mid-July our remote desktop connection to GP stopped resolving. The client's updated connection file restored it on July 23.

Resolution. The April 30 aging validation could not run while access was down; the final load was validated with agings at August 14, 2026.

AP aging did not tie by vendor

The AP aging netted to zero in total but showed open balances on individual vendors.

Resolution. The entry was split to the relevant vendors on July 28 and the client confirmed the aging.

Opening balances without classes

The opening entry at December 31, 2023 was consolidated, so its lines could not carry classes and showed as "not specified".

Resolution. Explained and accepted at review. Transactions from January 2024 carry classes.



A reporting request we declined

The client asked for sub-classes so reports would show totals by service unit.

Resolution. We declined: it would have required significant rework. The workaround is to export the report and subtotal.

Fund balance variance after final load

Two net asset accounts were correct at December 31, 2023 but differed at August 14, 2026.

Resolution. Fixed August 24, the next business day.

Validation

Checks across the two loads

- ✓ Trial balance, GP against QBO, at December 31, 2023
- ✓ Balance sheets and income statements
- ✓ AR and AP agings at December 31, 2023 (first load) and August 14, 2026 (final load)
- ✓ Client review of each load by the finance lead
- ✓ Archive: validated against the trial balance with no issues

At extraction, the GP AP aging differed from the trial balance by about \$24,000, and the client agreed to investigate. During transformation we found AP transactions with no vendor and, at the client's direction, tagged them to a catch-all vendor it named.

After the final load, the finance lead reported that everything looked good apart from the two fund balance accounts, which were fixed the next business day.

MIGRATED

January 1, 2024 through August 14, 2026 at transaction level; opening balances at December 31, 2023; consolidated chart of accounts; 72 customers and a cleaned vendor list; classes combining project and service unit.

ARCHIVED OR LEFT OUT

Archived: June 1, 2020 through December 31, 2023, in an Excel archive validated against the trial balance. Not carried: employee records, which stay in ADP, and customer-level and item-level classes.



Timeline and outcome

○ April 14	First discovery call
○ April 22	Assessment on a current SQL backup
○ April 28	Findings and fixed quote
○ May 29	Agreement signed
○ June 17	Timeline revised for GP access
○ June 22	Freeze moved for July close
○ June 23	Extraction package delivered
○ July 9	Chart of accounts and classes approved
○ July 21	First load delivered
○ August 14	Last working day in GP
○ August 21	Final load delivered (plan: Aug 24)
○ August 24	Fund balance fix; archive delivered
○ August 31	Client confirms

Outcome

Becoming Independent took over its QuickBooks Online Advanced file on August 24 and confirmed on August 31 that everything looked good. It has January 2024 onward at transaction level, a consolidated chart of accounts and classes that carry both project and service unit on every line. Earlier years sit in a reconciled archive. The one reporting gap, totals by service unit, is handled by exporting and subtotalling. Bill.com was to be connected to the new ledger after the migration.



What made this work

● Working from the database, not exports

SmartList exports would not have shown the underlying structure and relationships; the SQL backup did.

● Ruling out each QuickBooks home early

Locations, projects and parent classes were each ruled out, with a stated reason, before any load ran.

● A client who cleaned its own lists

The finance lead cut about 565 customers to 72 before migration, not after.

● Moving dates for the client's close

Shifting the freeze two weeks protected July month-end; the final load still came in early.

● Changing course early

When our first class design hit QuickBooks Online's one-parent limit, we replaced it on July 9, before any data was loaded.

Is your reporting model hiding in your GP account string?

Talk to us before you pick a QuickBooks structure. We will map every segment to a place it can actually live.

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