



## Accounting Integration with QuickBooks® Installation and Setup Guide

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# Accounting Integration with QuickBooks Installation and Setup Guide

## About Accounting Integration

Manage<sup>SM</sup> is equipped to integrate with QuickBooks to provide accounting information and tools for your shop.

Before you begin the integration process described in Chapter 6: Accounting Setup and QuickBooks Integration, complete the tasks outlined in:

- “Chapter 3: Installing QuickBooks” on page 11
- “Chapter 4: Setting Up Manage and QuickBooks Prior to Integration” on page 12
- “Chapter 5: Reconciling Accounts and Reports” on page 18

Customer information from Manage is transferred to QuickBooks at integration but Work in Progress and Service History information is not transferred.

While integrated, transactions, such as Credit Refunds and customer information, such as Customer name changes, processed in Manage are also sent to QuickBooks. Transactions entered in QuickBooks are not transferred to Manage.

Refer to Appendix A: Transaction Mapping for information about which transactions are sent from Manage to QuickBooks.

**Warning:**

Changing company files in QuickBooks, when QuickBooks is integrated with Manage, can negatively impact Manage. If you have multiple businesses and need to access a different company file make sure that Manage does not attempt to write to the company file.

Changing the tax items and accounts in QuickBooks that were created by the integration process could prevent Manage from sending updates to QuickBooks.

## Networked QuickBooks

Manage supports networked server access to QuickBooks. QuickBooks uses the Remote Data Sharing (RDS) Client and Server components to simplify the setup, configuration, and accessing of the QuickBooks company file (.QBW file) on the Manage server from a Manage client computer.

A Manage client machine does not need to have QuickBooks installed on it. Only the Manage server needs to have QuickBooks installed so that invoice information from Manage client machines can be sent to the QuickBooks application on the server.

## Reconciling Accounts

When you integrate ALLDATA Manage with QuickBooks, Manage attempts to set up accounts, payment records, credit memos and invoices for the Work in Progress in the Manage database.

Any discrepancies in the orders on Manage or in the existing records in QuickBooks can cause problems with synchronization. Some discrepancies, such as credit-versus-balance-due conflicts, cause the integration process to stop and a report to be printed. Therefore efforts should be made to clear the discrepancies and reconcile customer records.

## Data in Manage and QuickBooks

If customer records exist in both Manage and QuickBooks, duplicate entries are created at integration. These duplicate entries should be minimized by reconciling the accounts (Refer to “Chapter 5: Reconciling Accounts and Reports” on page 18) before integration.

During integration the following information from Manage is added to QuickBooks:

- Payments or adjustments to accounts
- Accounts Receivable balances
- Credit Balances

## Data in Manage

If data exists in Manage and not in QuickBooks, when integration is activated a customer record and an opening balance invoice are created in QuickBooks for all Manage customers with work in progress.

After integration, when an invoice is posted in Manage, Manage sends the invoice information to QuickBooks. This information should not be manually entered into QuickBooks because it may lead to duplicate entries.

## Data in QuickBooks

If your shop has been using both Manage and QuickBooks without integration, you may have already created customer records and invoices in QuickBooks for customers that are in Manage. Refer to “Reconciling records created when using QuickBooks without integration” on page 18 for specific instructions.

## Chapter 1: About this Installation and Setup Guide

This manual is designed to help you install your QuickBooks application, set up your QuickBooks company file (.qbw) and settings, and activate the Accounting integration.

If Security Profiles are configured in Manage, verify that you have the correct password level access to Accounting Setup. For more information refer to the Security Profiles topic in the Manage help system.

Because this Installation and Setup Guide is concerned with getting you started it does not cover topics such as deleting information. See the help systems in Manage and QuickBooks for more comprehensive information.

### Help System

Manage and QuickBooks have comprehensive help systems that you can view and navigate on your computer screen. If you do not find an answer or procedure in this manual, look for it in the help system.

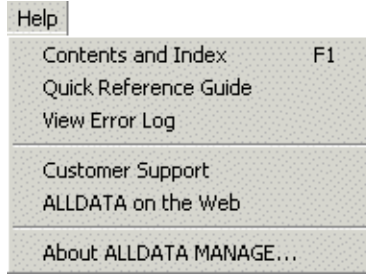
### Manage Help

Find assistance with Manage by using the extensive Manage support resources which include the Help System.

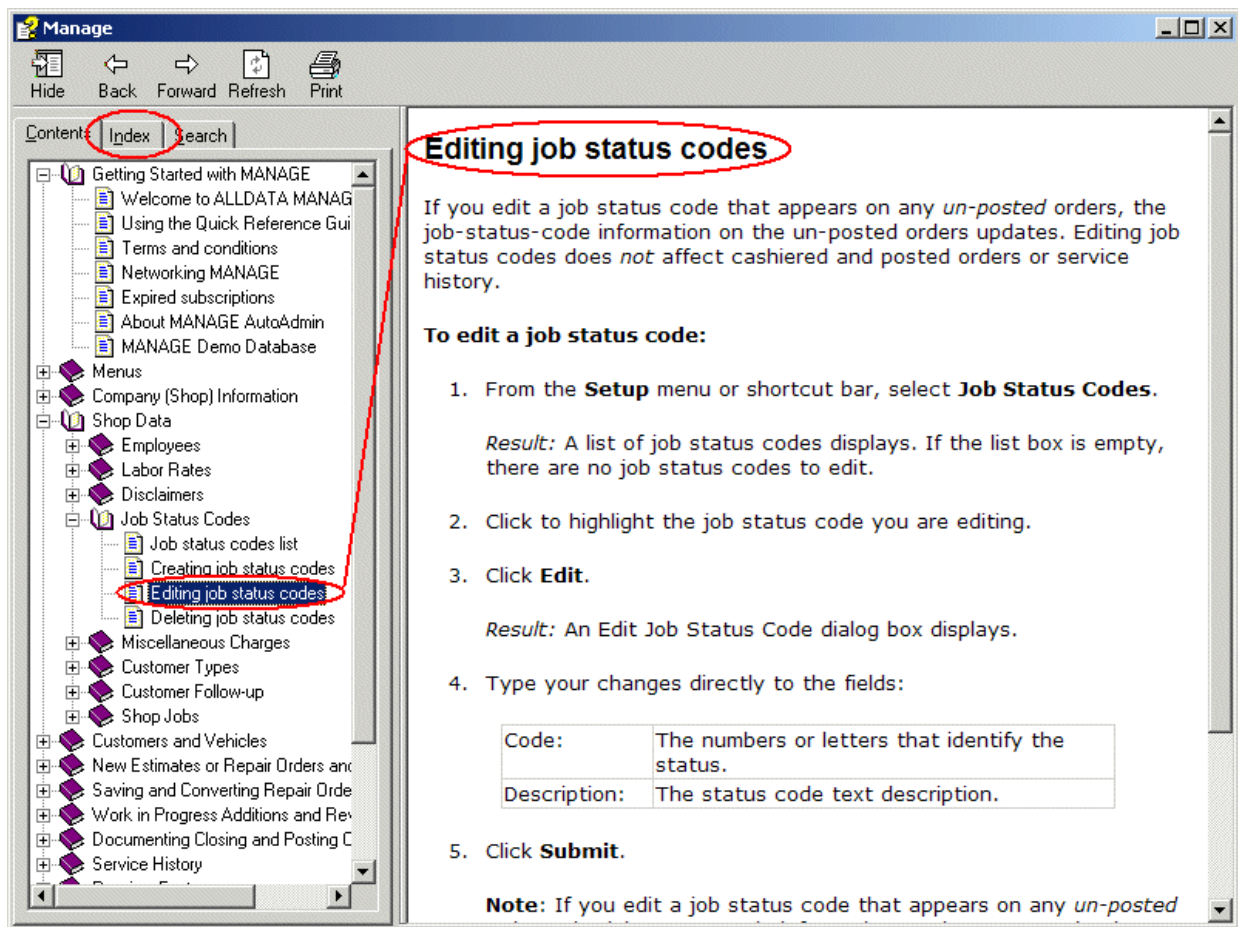
#### To access the Manage help system:

1. In Manage, select the **Help** menu.

2. Select **Contents and Index**.



*Result:* The help system opens in a separate window. Click the books and topics on the left side to browse through the contents, or select the **Index** or **Search** tab to enter search words.





## **QuickBooks Help**

Find assistance with QuickBooks by using the extensive QuickBooks support resources which include the Help System, and various support options that are available depending on the version of QuickBooks software installed.

### **To access QuickBooks information using the Help system:**

1. In QuickBooks, select the **Help** menu.
2. Select QuickBooks **Help**.  
*Result:* The help system opens in a separate frame or window. Select a relevant topic or use the **Search** tab.

### **To access QuickBooks information using the Support search:**

1. In QuickBooks, select the **Help** menu.
2. Select the **Support** option.
3. You will be presented with various support options depending on the version of QuickBooks installed.

## Chapter 2: Installation, Setup and Integration Outline

1. Install QuickBooks (Refer to “Chapter 3: Installing QuickBooks” on page 11 for details.).  
**Note:** In a networked environment, both QuickBooks and Manage need to be installed on the same server PC.
2. Start QuickBooks.
3. Set up QuickBooks (Refer to “Setting Up QuickBooks” on page 14), including:
  - Creating a new company of company type *Service Business* in QuickBooks (Service is recommended in order for the correct accounts to be generated)
  - Setting up accounts and items
  - Setting sales tax rates (except Canadian versions)
  - Setting sales tax items (Canadian version only)
4. Before activating QuickBooks, start Manage and configure the Tax Rates and Tax Rates Schedules. Refer to “Setting Up Manage” on page 12.
5. In Manage, activate QuickBooks accounting integration. Refer to “Chapter 6: Accounting Setup and QuickBooks Integration” on page 24.
6. Proceed with your normal Manage activities, such as, creating estimates and posting orders. As activities create accounting information the information is sent to QuickBooks.

**Warning:**

Changing company files in QuickBooks, when QuickBooks is integrated with Manage, can negatively impact Manage. If you have multiple businesses and need to access a different company file make sure that Manage does not attempt to write to the company file.

Changing the tax items and accounts in QuickBooks that were created by Manage could prevent Manage from sending updates to QuickBooks.

## Chapter 3: Installing QuickBooks

### Pre-Installation Checklist

#### Before You Begin:

1. Verify that you have the required software:
  - Windows 2000 or later
  - QuickBooks Pro 2004 (or higher) or any version of QuickBooks Premier
  - MANAGE
2. Verify that you have:
  - QuickBooks media and License
  - Any documentation or instruction sheets that came with the QuickBooks media

### QuickBooks Installation

1. Close any programs that might have an impact on the installation process.
2. If you are installing QuickBooks (QuickBooks Pro 2004 or Premier or later) from CD-ROM or DVD, insert the CD-ROM or DVD into your disc drive. The install program should start automatically.
3. Install QuickBooks by following the on-screen instructions and by referring to any documentation or instructions that came with the media.
4. Complete the following windows or questions, if they are presented:
  - Check and download the latest critical installation updates? - Select **Yes** to download the latest updates from Intuit or select **No** to skip the latest update download.
  - License Agreement - You must accept the terms in order to continue to install the software.
  - Number of users - Select one user, unless you are planning to network QuickBooks on multiple computers.  
**Note:** In a networked environment, both QuickBooks (with the Company File Server) and Manage need to be installed on the same server PC.
  - License Number and Product Number - Enter the provided numbers.
  - Select Installation Folder - Select an easy to locate folder.

You may need to restart your computer.
5. Start setting up QuickBooks. Refer to "Setting Up the QuickBooks Company File using the EasyStep Interview" on page 14.

## Chapter 4: Setting Up Manage and QuickBooks Prior to Integration

### Setting Up Manage

Verify that you have completed the QuickBooks setup tasks before starting to set up the Manage accounting integration.

When you are ready to set up Accounting Integration in Manage, refer to in the MANAGE Quick Reference Guide.

### Setting Up Manage prior to Accounting Integration

If you are using a Canadian Version of QuickBooks, you will need to configure a Canadian Postal Code in the company setup window in Manage before integration.

The non-Canadian versions of QuickBooks require that the tax rates in Manage be set to match the QuickBooks settings. Use the "Setting Tax Rates and Schedules" below.

The Canadian Versions of QuickBooks do not use the tax rates in Manage and the QB Tax Item fields will not display when Manage is integrated QuickBooks. Refer to the procedure in "Tailoring the Tax rate setting in QuickBooks, Canadian Version for integration with Manage" on page 16.

### Setting Tax Rates and Schedules

Use the MANAGE **Setup** menu to set the Tax Rates and Tax Rates Schedules that affect accounting.

1. From the **Setup** shortcut bar or menu select **Company Setup**.
2. Select the **Tax/Markups** tab.
3. Type and select your shop's options. (See the following descriptions).

**Tax/Markups**

<p><b>Tax Rates</b></p> <p>Default Tax Schedule: <input type="text" value="System Default"/></p> <p style="text-align: center;"><input type="button" value="Tax Matrix Setup"/></p>	<p><b>Markups</b></p> <p>Sublet %: <input type="text" value="0.00"/></p> <p>Labor Guide %: <input type="text" value="20.00"/></p> <p style="text-align: center;"><input type="button" value="Price Matrix Setup"/></p>
<p><b>Shop Supply Charges</b></p> <p>Type: <input type="text" value="Parts Only"/></p> <p>Amount: <input type="text" value="8.00"/> <input type="radio"/> \$ <input checked="" type="radio"/> %</p> <p>Max. Charge: <input type="text" value="\$39.72"/></p> <p>Apply Tax <input checked="" type="checkbox"/></p>	<p><b>Hazmat Charges</b></p> <p>Type: <input type="text" value="Parts &amp; Labor"/></p> <p>Amount: <input type="text" value="0.00"/> <input type="radio"/> \$ <input checked="" type="radio"/> %</p> <p>Max. Charge: <input type="text" value="\$0.00"/></p> <p>Apply Tax <input type="checkbox"/></p>
<p><b>Profit Margins</b></p> <p>Minimum Order Profit Margin %: <input type="text" value="54.00"/></p>	

## Tax Rates Matrix

In the Tax Rates section, the name of the schedule currently set as the default is displayed in the Default Tax Schedule field.

Use the **Tax Matrix Setup** button to open the **Tax Rate Setup** window, where you can configure the tax rates and tax schedules and where you can select which schedule to use as a default Tax Schedule.

## Tax Rate Setup

### On the Tax Rates tab:

1. Click **New** to activate the **Tax Rate Name** field for input.
2. Enter a name for the new Tax Rate.
3. Select a **Tax Rate Type** selection boxes:
  - Regular
  - Compound (only one compound tax can be configured per database)
4. Use the grid to add ranges and tax percentages.
5. Click **New** to add more Tax Rates or select the **Tax Schedule** tab.

### On the Tax Schedule tab:

1. Click **New** to activate the **Schedule Name** field for input.
2. Enter a name for the new Tax Schedule.
3. If appropriate, use the **Default Schedule** box to set the current schedule as the default.
4. Use the buttons: **Add Selected >**, **< Remove Selected**, or **<< Remove All** to move Tax rates between the **Tax Rates Available** and **Tax Rates Included** grids and click **Save**.
5. Click **Close**.
6. Click **Submit**.

### Setting Up QuickBooks

You need to create or have a company file that has *never* been integrated with Manage to use during the accounting integration process.

Before you begin creating the Company file, make sure you have the following information:

- Your company name and address.
- The industry and what the company sells (products, services or both).
- Sales tax information, including an item name, a description, a rate, and the name of the government agency to which you pay sales taxes.

**Note:** Manage always charges a sales tax of \$0.00 or greater and QuickBooks must match Manage. For example, if in your state there is a 7.75% tax on parts and no tax on labor, you need two tax rates (7.75 % and 0%) configured in Manage and QuickBooks (except Canadian QuickBooks versions).

### Setting Up the QuickBooks Company File using the EasyStep Interview

1. Start QuickBooks by clicking on the desktop icon.
2. Complete the following windows or questions:
  - Automatic Update window - Select **Yes** to download the latest updates from Intuit or select **No** to skip the latest update.
  - Welcome window or "No Company Open" window - Select **Create a new Company** to start creating a new company file. Refer to "Updating QuickBooks Software" on page 51, if you already have a company file with data.
3. If the EasyStep Interview doesn't start automatically, start the EasyStep Interview from the **File** menu, **New Company** option.

This interview differs depending on the version of QuickBooks installed. Use the QuickBooks Help to learn how to navigate though the interview but be sure to address the following items as described in the table:

Field	Description
<b>Company name</b>	This is a required field.
<b>Province (Canadian Version only)</b>	This field is required. If the country is the United States, then the Province drop-list will contain state abbreviations. If the country is Canada, then the Province drop-list will contain Canadian province abbreviations. If the country is other than US or Canada, then the state drop-list is not available.
<b>Administrator password</b>	If installing QuickBooks 2006 or later, be sure to enter an administrator password. If you set a password, make sure that you record the information for later use.
<b>Filename for New Company</b>	A new QuickBooks data file is created with the name entered and a .qbw extension.
<b>Your Industry or what the company sells (products, services, or both)</b>	Indicate that your company is a service-based business or sells services. This will ensure that the QuickBooks will generate the correct accounts.
<b>Do you charge sales tax?</b>	Always select <b>Yes</b> to indicate that you collect a sales tax on parts or services. <b>Note:</b> Manage always charges a sales tax of \$0.00 or greater and QuickBooks must match Manage (except Canadian QuickBooks versions).
<b>Default list of accounts</b>	Select <b>Yes</b> to create a list of default accounts.
<b>Canadian Revenue Agency Business number and PST or QST Registration numbers (Canadian Version only)</b>	Enter the Canadian Revenue Agency number assigned to your business. These fields only display when installing the Canadian version of QuickBooks.
<b>Sales tax information</b>	Enter an item name, a description, a rate, and the name of the government agency to which you pay taxes. <b>Note:</b> The item name is used to create a vendor account for journal entries and is entered in Manage on the Accounting Setup window. This field only displays when installing the United States version of QuickBooks.
<b>Create Estimates in QuickBooks?</b>	Select <b>No</b> to allow Manage to create estimates.

- If installing QuickBooks 2006 or later, be sure to select Switch to Multi-user Mode from the File drop-down menu.
- To see the tax accounts that were set up for your company refer to "Verifying Tax Rate Settings in QuickBooks, non-Canadian Versions" on page 68.

## Tailoring the Tax rate setting in QuickBooks, Canadian Version for integration with Manage

The Canadian Version of QuickBooks does not require compatibility with the tax settings in Manage but instead requires that additional Tax Rate settings be configured prior to integration with Manage.

If you will NOT be using the Canadian version of QuickBooks you can skip this procedure and refer to the procedure in "Setting Up Manage prior to Accounting Integration" on page 12.

The two Tax Codes required in QuickBooks, Canada for use with Manage will need two Sales tax items for each Tax Code.

### Add Sales Tax item for Purchase.

1. From the **List** menu click **Item List**.
2. Click **Item** and **New**.  
*Result:* The **New Item** window displays.
3. From the **Type** drop-list select **Sales Tax Item**.
4. Complete the **Sales Tax Item** window as follows:

Field	Input
<b>Sales Tax Name</b>	Tax Calculated On Invoice
<b>Description</b>	Tax Calculated On Invoice
<b>Tax Rate (%) or Amt</b>	0.00%
<b>Tax Agency</b>	Receiver General
<b>Sales Tax Return Line</b>	Line 103 GST/HST collected or collectible

5. Click **OK**.
6. Return to the **Sales Tax Item** window by repeating the above steps and complete the window as follows:

Field	Input
<b>Sales Tax Name</b>	Tax Calculated On Invoice (P)
<b>Description</b>	Tax Calculated On Invoice (Purchase)
<b>Tax Rate (%) or Amt</b>	0.00%
<b>Tax Agency</b>	Receiver General



Field	Input
<b>Sales Tax Return Line</b>	Line 106 Input tax credits (ITCs)

7. Click **OK**.
8. Return to the **Sales Tax Item** window by repeating the above steps and complete the window as follows:

Field	Input
<b>Sales Tax Name</b>	Sales Tax
<b>Description</b>	Sales Tax
<b>Tax Rate (%) or Amt</b>	0.00%
<b>Tax Agency</b>	Receiver General
<b>Sales Tax Return Line</b>	Line 103 GST/HST collected or collectible

9. Click **OK**.

## Chapter 5: Reconciling Accounts and Reports

Unless you are installing Manage and QuickBooks for the first time, customer records will exist and may need to be reconciled. Reconciling customer records before starting the integration, minimizes the chances of synchronization and billing problems.

- If you have been using QuickBooks without Manage, refer to "Reconciling records created when using QuickBooks without integration".
- If you have been using Manage without QuickBooks, refer to "Reconciling Work in Progress records before accounting integration".
- If you have been using Manage integrated with QuickBooks, the integration process should not be re-initiated. If accounting integration was deactivated, you should create a new company file in QuickBooks and reconcile the records in Manage as described in "Reconciling Work in Progress records before accounting integration".

### Reconciling records created when using QuickBooks without integration

If your shop has been using both Manage and QuickBooks without integration, you may have already created customer records and invoices in QuickBooks for customers that are in Manage.

When integrating Manage with QuickBooks, a customer record and an opening balance invoice are created in QuickBooks for customers with work in progress in Manage. These customer records and opening balance invoices may be duplicates of preexisting QuickBooks customer records and opening balance invoices.

For example: The QuickBooks created invoice for John Smith and the Manage created invoice for John Smith SC#000001 are duplicates.

#### To resolve duplicate QuickBooks customer records and opening balance invoices:

1. In QuickBooks, merge the customers by opening the QuickBooks created customer (John Smith) and over-typing the name with the name of the Manage created customer record (John Smith SC#000001).

*Result:* QuickBooks will merge the customer records under the name of the Manage created customer record (John Smith SC#000001).

2. Void the opening balance invoices created under the pre-integration name (John Smith).

*Result:* Payments made in Manage after integration are applied to the remaining opening balance invoice created by Manage (John Smith SC#000001).

### Reconciling Work in Progress records before accounting integration

When you integrate ALLDATA Manage with QuickBooks, Manage attempts to set up accounts, payment records, credit memos and invoices for the Work in Progress in the Manage database.

Any discrepancies in the orders on Manage or in the preexisting records in QuickBooks can cause problems with synchronization. Some discrepancies, such as credit-versus-balance-

due conflicts, cause the integration process to stop and a report to be printed. Therefore efforts should be made to clear the discrepancies and reconcile customer records.

**Use the following reports in the recommended order to clear possible discrepancies before initiating the integration:**

1. **Balance Due** - If a balance due exists for a customer when Manage integrates with QuickBooks, Manage will create an invoice in QuickBooks with an open balance. To avoid these invoices in QuickBooks, the customer balances can be zeroed out by applying payments in Manage to compensate for the amounts due. Refer to “Clearing the Customer Balances Due” on page 19.
2. **Customer Credit Balances** - ALLDATA Manage will not integrate with QuickBooks unless all customer credit balance amounts in ALLDATA Manage are zero. These balances can be cleared by issuing the customer a temporary refund to compensate for the credit balance. Refer to “Clearing Customer Credit Balances” on page 20.
3. **Negative Customer Balances** - If you attempt to integrate with QuickBooks while a negative balance due or a credit versus balance due conflict exists, Manage will generate an error message and a report. The report lists customers with conflicts that need to be resolved before the integration can proceed. These conflicts can be cleared by issuing the customer a temporary refund to compensate for the negative balance. Refer to “Clearing the Negative Customer Balances” on page 22.
4. **Current Payments and Deposits** - If Manage contains customers with Work in Progress that includes cashiered (paid) but un-posted invoices or repair orders with deposits, during integration credit memos for these customers will be created in QuickBooks. To avoid conflicts with credit memos and new invoices, post all invoices that are paid in full and credit all deposits on repair orders prior to integration. Refer to “Clearing the Current Payments and Deposits” on page 22.

**Note:** After printing these reports you should save them for use during and after integration.

**Clearing the Customer Balances Due**

**To clear the balances due before integrating with QuickBooks, use the Balance Due report:**

1. From the Reports menu, select Customer Reports > Balance Due Statement for All and print the report.  
*Result:* The Balance Due report prints.
2. If the Balance Due Report lists customers with balances due, eliminate the balance by applying payments (Refer to Table 1 on page 19) to each customer listed.

**Table 1: Applying Payments**

1.	From the Main shortcut bar, select Customers.
2.	In the Customers list select the customer and click Edit.

**Table 1: Applying Payments**

3.	In the Edit Customer window, select the Payment Record tab and verify the Balance Due amount.
4.	Select the invoice or counter sale and then click Record Payment. <i>Result:</i> An Apply Payment window displays.
5.	From the Payment Type drop-list, select Cash, Credit Card, Check, Debit or Other.
<b>TIP:</b> Use Payment Type "Other" to help identify transactions that will be posted as "paid in full" before full payment was actually made.	
6.	Enter any options to go with the payment type (i.e. check number, authorization number, credit card type, expiration date, etc.)
7.	From the Payment Date drop-down calendar, select the date of payment. It defaults to the current date.
8.	In the Payment Amount field, verify that the amount is equal to the amount in the Balance Due field. <i>Result:</i> If no balance remains and the invoice is fully paid, the Payment Record window closes and the printing of the receipt and posting of the invoice reminder messages display.
9.	Click Apply. <i>Result:</i> The updated payment record displays.
10.	Click Submit. <b>Note:</b> These payments can be made temporarily and undone after integration.

3. After applying payments to customers, run the Balances Due Statement for All report again to verify that no customers are listed.

**Note:** While Manage is integrated with QuickBooks, payments applied to ALLDATA Manage are automatically applied to QuickBooks.

**Clearing Customer Credit Balances**

To clear Customer Credit Balances before integrating with QuickBooks, use the Customer Credit Balances report:

1. From the Reports menu, select **Customer Reports > Customer Credit Balances** and print the report.  
*Result:* The Customer Credit Balances report prints.

2. If the Customer Credit Balances Report lists customers with credit balances, they must be cleared by issuing refunds in ALLDATA Manage to compensate for the credit balance.

**Note:** These refunds can be made temporarily and undone after integration.

3. Apply refunds (Refer to Table 2 Apply Refunds) for all customers with credit balances.

**Table 2: Apply Refunds**

1.	From the Main shortcut bar, select Customers.
2.	In the Customers list, select the customer and click Edit.
	<i>Result:</i> The Edit Customer window displays.
3.	Open the appropriate Refund dialog box: <ul style="list-style-type: none"> <li>• For order refunds, select the <b>Service History</b> tab and click <b>Order Refund</b></li> <li>-Or-</li> <li>• For credit refunds, select the <b>Payment Record</b> tab and click <b>Credit Refund</b>.</li> </ul>
	<i>Result:</i> A <b>Refund for Invoice</b> or a <b>Customer Credit Refund</b> dialog box displays.
4.	In the <b>Refund Type</b> area, select <b>Cash</b> , <b>Check</b> , or <b>Credit Card</b> .
5.	In the <b>Refund Amount</b> field, enter the dollar amount of the refund. This should be equal to the amount of the <b>Total Minus Refunds</b> .
6.	Click <b>Submit</b> .
	<i>Result:</i> <ul style="list-style-type: none"> <li>• For order refunds, the refund is applied to the customer record.</li> <li>-Or-</li> <li>• For credit refunds, the refund is applied to the customer record</li> </ul>
7.	Click <b>Submit</b> when you are finished.
	<i>Result:</i> The Customers list is displayed.
8.	Click <b>Close</b> .

4. After applying refunds to all customers with credit balances, run the **Customer Credit Balances** report again to verify that no customers are listed.

**Note:** While Manage is integrated with QuickBooks, payments applied to ALLDATA Manage are automatically applied to QuickBooks.

## Clearing the Negative Customer Balances

**To clear negative balance conflicts before integrating with QuickBooks, use the Balance Due report:**

1. From the Reports menu, select Customer Reports > Negative Customer Balances and print the report.  
*Result:* The Negative Customer Balances report prints.
2. If the Negative Customer Balances Report lists customers with a credit versus balance due conflict, they must be cleared by issuing refunds in ALLDATA Manage to compensate for the negative balance.  
**Note:** These refunds can be made temporarily and undone after integration.
3. Apply refunds (Refer to Table 2 Apply Refunds on page 21) for all customers with credit conflicts.
4. After applying refunds to all customers with credit conflicts, run the **Negative Customer Balances** report again to verify that no customers are listed.

**Note:** While Manage is integrated with QuickBooks, payments applied to ALLDATA Manage are automatically applied to QuickBooks.

## Clearing the Current Payments and Deposits

Work in Progress that includes cashiered (paid) but un-posted invoices or repair orders with deposits can cause conflicts when Manage is integrated with QuickBooks. If these are not reconciled, credits will be created in QuickBooks that are not connected to an invoice. When the invoice is later posted or additional payments are made in Manage the invoice written to QuickBooks will not automatically connect to the credit.

To avoid conflicts with credit memos and new invoices, post all invoices that are paid in full and credit all deposits on repair orders prior to integration.

**To clear cashiered and un-posted invoices and deposits on Work in Progress before integrating with QuickBooks, use the Current Payments and Deposits report:**

1. From the Reports menu, select Customer Reports > Current Payments and Deposits report.  
*Result:* The Current Payments and Deposits report prints.
2. If the Current Payments and Deposits Report indicates un-posted invoices that you want to clear (Invoice - Cashiered), you can post the cashiered invoices (Refer to Table 3 on page 22).

**Table 3: Post the Cashiered Invoices**

1.	From the Main shortcut bar, select Work in Progress, Saved Estimates button.
2.	Click on the Cashiered tab.

**Table 3: Post the Cashiered Invoices**

3.	Locate the cashiered invoice.
4.	Double-click on the invoice to open it.
5.	Click the Post button located in the lower right hand corner of the ticket.
	<i>Result:</i> The invoice is closed and sent to the Service History table.

3. If the Current Payments and Deposits Report indicates deposits on repair orders. You can wait until the repair order is completed and posted before integrating with QuickBooks or you can reconcile the credit memo (refer to Table 4 on page 23) after integration.

**Table 4: Reconcile the Credit Memo**

To reconcile the Credit memo:	
1.	Make a note of the repair order number.
2.	After integrating Manage with QuickBooks, locate and delete the credit memo.
Note: While Manage is integrated with QuickBooks, payments applied to ALLDATA Manage are automatically applied to QuickBooks.	

4. After posting cashiered invoices, run the **Current Payments and Deposits** report again to verify that only the appropriate customers are listed.

**Notes:**

- If you chose not to post all of the invoices with payments, after integrating with QuickBooks, remember to remove the credits in QuickBooks relating to the un-posted invoices.
- While Manage is integrated with QuickBooks, payments applied to ALLDATA Manage are automatically applied to QuickBooks.

## Chapter 6: Accounting Setup and QuickBooks Integration

### Pre-integration Checklist

#### Before You Begin:

Verify that Manage and QuickBooks have been installed.

**Note:** In a networked environment, both Manage and QuickBooks need to be installed on the same server PC.

In order to successfully complete the accounting setup and QuickBooks integration, you must complete the pre-integration checklist for Manage and QuickBooks. Once the requested reports from the checklist have been faxed to ALLDATA you will be contacted and scheduled for an Integration Setup Assistance call.

### QuickBooks Pre-integration Checklist

**Note:** If you are using QuickBooks 2006 (or greater), you must be in multi-user mode, (In QuickBooks, from the File menu, select Switch to Multi-user Mode).

To view a step-by-step video on the following checklist tasks use the Manage toolbar to select **Tips > MANAGE\QuickBooks integration > MANAGE Pre-integration.**

Create a QuickBooks company file (if one does not already exist).

- Select **File**
- Select **New Company**
- Select **Start Interview**
- Complete the EasyStep Interview Wizard

**Note:** When asked "What do you sell?", Service or Both are recommended in order for the correct accounts to be generated.

Switch to Multi-user Mode.

- Select **File**
- Select **Switch to Multi-user Mode**

Set the Sales Tax preferences to indicate that you DO charge sales tax.

- Select **Edit**
- Select **Preferences**
- Select **Sales Tax**
- Select **Company Preferences** tab
- In the **Do you charge sales tax?** field, select **Yes**
- Click **OK**



Create sales tax items for non-Canadian versions of QuickBooks. (If you provide non-taxable services, you must still have a zero sales tax item configured.)

- Select **Edit**
- Select **Preferences**
- Select **Sales Tax**
- Select the **Company Preferences** tab
- In the **Set Up Sales Tax Item** section, click the down arrow for the **Most common Sales Tax** drop down box and select <Add New>.
- In the **New Item** dialog box, enter a Type, Tax Name, Tax Rate, Tax Agency, and click **OK**.
- Add more tax rates as appropriate and click **OK** when done

Create sales tax items for Canadian versions of QuickBooks. (If you provide non-taxable services, you must still have a zero sales tax item configured.)

- From the **Lists** menu, select **Item List**.
- Select **Preferences**
- Select **Item** button.
- Select the **New**
- In the **New Item** window, from the **Type list**, select **Sales Tax Item**.
- Complete the **Sales Tax Item** window as describe in "Tailoring the Tax rate setting in QuickBooks, Canadian Version for integration with Manage" on page 16.

Verify that at least one Sales Tax configuration includes an item name, a rate (0.00% or greater), and the name of the government agency to which you pay sales taxes.

**Note:** Manage always charges a sales tax of 0.00% or greater and QuickBooks must match Manage.

- Select **Lists**
- Select **Sales Tax Code List**
- Select an item and double click on it

Set automatic backups.

- Select **File**
- Select **Save Copy or Backup...**
- Select **Backup copy**
- Select **Local Backup**
- Select a schedule backup option
- Define the backup options
- Click **Finish**

Run the Customer Balance Detail report (in QuickBooks).

- Select **Reports**

- Select **Customers & Receivables**
- Select **Customer Balance Detail**

Verify that your QuickBooks company file (QBW backup \*.QBB) is not located on your PC desktop but is in a QuickBooks directory.

- Select **File**
- Select **Save Copy or Backup...**
- Select **Backup copy**
- Select **Local Backup**
- Verify the Backup Current Company Filename (\*.QBB)

Backup your QuickBooks company file, appending the name with "BeforeSC and selecting the "Add the date and time of the backup to the filename" option.

- Select **File**
- Select **Save Copy or Backup...**
- Select **Backup copy**
- Select **Local Backup**
- Verify the backup location and name (including BeforeSC)
- Click **OK**
- After backing up your company file you may want to return to the Backup Options window and remove the appending portion of the name (beforeSC)

Set the Integrated Applications preference to allow other applications access to your company file.

- Select **Edit**
- Select **Preferences**
- Select **Integrated Applications**
- Select **Company Preferences** tab
- Verify that the option boxes are unchecked
- Click **OK**

Set the Reports preference to refresh reports automatically.

- Select **Edit**
- Select **Preferences**
- Select **Reports & Graphs**
- Select **My Preferences** tab
- Select **Refresh Automatically**
- Click **OK**

## Manage Pre-integration Checklist

**WARNING:** If you integrate your Manage information without verifying the following items, your financial data may NOT be accurate!

### Complete the following items in Manage:

- Verify that the sales taxes in Manage match the sales tax items in QuickBooks.
- In Manage post any invoices that are fully paid but not posted.
- Run and print the:
  - Balance Due/Accounts Receivable report
  - Customer Credit Balances report
  - Negative Customer Balances report
  - Current Payments and Deposits report

**IMPORTANT!** If an ALLDATA representative is assisting you with the integration, you will need to fax these four reports, this Manage Pre-integration checklist and the QuickBooks Pre-integration checklist to ALLDATA at 1-800-829-3329. An ALLDATA representative will contact you to schedule the integration setup assistance call.

- Reconcile Work in Progress records using the above reports. Refer to "Reconciling Accounts" on page 6.
  - Clear up any pending customer balances from the Balance Due/Account Receivable report.
  - Clear up any pending customer credit balances from the Negative Customer Balance and Customer Credit Balances reports.
  - Password-protect the Accounting Setup screen so only approved persons can access it.
  - Set automatic backups to occur once a day.
  - Back up your Manage database, appending the name with "BeforeQB".
  - Fax both checklists, QuickBooks Pre-integration and Manage Pre-integration, and the reports to ALLDATA at 1-800-829-3329.
- An ALLDATA representative will contact you to schedule the integration setup assistance call.

## Accounting Setup and Integration

Once all the accounting installation tasks are complete and the accounts are reconciled the ALLDATA representative will be in contact to assist you to activate the integration, as follows:

1. Verify that Manage is running.
2. Verify that QuickBooks is running and that the company file is active.
3. From the **Setup** shortcut bar in Manage, select **Accounting Setup**.  
*Result:* The **Accounting Setup** window displays. Initially the Accounting Setup window is password protected to prevent the unauthorized activation of accounting integration. If Manage has never been integrated with Manage, the Password field and warning message is displayed.
4. Enter the password provided by Customer Support. The Accounting Setup window is unlocked and you will not be prompted for the password again.
5. In the QuickBooks **company file** field, use the **Browse** button to select the appropriate file.
6. Select the **Integrate with** QuickBooks box to initiate the integration process.  
*Result:* A reminder message displays to have you verify that no QuickBooks reports are open.
7. Click **OK**.  
*Result:* Under certain circumstances other messages display to warn you about problems such as:
  - Payments on non-posted invoices need to be converted to credits.
  - If any one customer has both balances due and credit balances, integration cannot continue.

8. When all messages are addressed, the integration starts.

**Result:** Both the QuickBooks and Manage databases are updated with the required Accounts and Items.

**Note:** When integration with QuickBooks is complete the QuickBooks Accounts and QuickBooks Items grids are updated and the QB Parts Tax Item and QB Labor Tax Item fields are activated.

**Accounting Setup**

QuickBooks Integration | Account Summary Setup

QuickBooks company file (.QBW):

Integrate with QuickBooks

**Important!**  
 QuickBooks must always be running while MANAGE is running when integration is enabled.

Launch QuickBooks on open  
 Launch RDS Server on open

**QuickBooks Accounts** | QuickBooks Items

Account	Description	Type	Default Account
Accounts Receivable	Unpaid or unapplied customer	Accounts Receiv.	<input checked="" type="checkbox"/>
Applied Credits	Applied Credits	Other Income	<input checked="" type="checkbox"/>
Core Revenue	Core Revenue	Income	<input checked="" type="checkbox"/>
Customer Deposits	Customer Deposits Received	Other Current Liab.	<input checked="" type="checkbox"/>
Deposits	Deposits Holding Account	Other Income	<input checked="" type="checkbox"/>
Discount - Labor	Discounted Labor	Other Income	<input checked="" type="checkbox"/>
Discount - Parts	Discounted Parts	Other Income	<input checked="" type="checkbox"/>
Discount - Sublet	Discounted Sublet	Other Income	<input checked="" type="checkbox"/>
HazMat Revenue (non-tax)	Non-taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
HazMat Revenue (taxable)	Taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (non-tax)	Non-taxable labor revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (taxable)	Taxable Labor Revenue	Income	<input checked="" type="checkbox"/>
mias_cking		Bank	<input type="checkbox"/>
Parts Revenue (non-tax)	Non-taxable parts revenue	Income	<input checked="" type="checkbox"/>
Parts Revenue (taxable)	Taxable parts revenue	Income	<input checked="" type="checkbox"/>
Petty Cash	Default Cash Account	Bank	<input checked="" type="checkbox"/>

**Refresh QB Data**  
 Use the Refresh QB Data button to refresh the listed accounts after changing or deleting the accounts in QuickBooks. Also use this button if you add new sales tax items in QuickBooks or change existing sales tax items.

NOTE: This process may take up to several minutes depending on the speed of your computer.

9. From the list for **QB Parts Tax Item** and **QB Labor Tax Item**, select a sales tax item name. These lists contain the Sales Tax names created in QuickBooks, using Preferences > Sales Tax and can be viewed in QuickBooks on the Item List (type is *Sales Tax Item*).

**Note:** If the values for tax rates in the Manage Company Setup table do not match the value for the QuickBooks Sales tax item selected, an error message is displayed and the values will need to be matched.

To see the tax rates and accounts that were set up for your company in QuickBooks, refer to "Verifying Tax Rate Settings in QuickBooks, non-Canadian Versions" on page 68.

10. Using the QuickBooks Accounts and QuickBooks Items tabs, verify that a default checking account, named Checking Account and a default cash account, named Petty Cash are created. These accounts are used for journal entries from Manage.

QuickBooks Accounts		QuickBooks Items	
Account	Description	Type	Default Account
Accounts Receivable	Unpaid or unapplied customer	Accounts Receiv.	<input checked="" type="checkbox"/>
Applied Credits	Applied Credits	Other Income	<input checked="" type="checkbox"/>
Core Revenue	Core Revenue	Income	<input checked="" type="checkbox"/>
Customer Deposits	Customer Deposits Received	Other Current Liab	<input checked="" type="checkbox"/>
Deposits	Deposits Holding Account	Other Income	<input checked="" type="checkbox"/>
Discount - Labor	Discounted Labor	Other Income	<input checked="" type="checkbox"/>
Discount - Parts	Discounted Parts	Other Income	<input checked="" type="checkbox"/>
Discount - Sublet	Discounted Sublet	Other Income	<input checked="" type="checkbox"/>
HazMat Revenue (non-tax)	Non-taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
HazMat Revenue (taxable)	Taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (non-tax)	Non-taxable labor revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (taxable)	Taxable Labor Revenue	Income	<input checked="" type="checkbox"/>
mias_cking		Bank	<input type="checkbox"/>
Parts Revenue (non-tax)	Non-taxable parts revenue	Income	<input checked="" type="checkbox"/>
Parts Revenue (taxable)	Taxable parts revenue	Income	<input checked="" type="checkbox"/>
Petty Cash	Default Cash Account	Bank	<input checked="" type="checkbox"/>

**Note:** These accounts can be renamed in QuickBooks, but **Do Not** delete them.

11. Select the Account Summary Setup tab to assign account codes to account descriptions. Account descriptions correspond to revenue types used by Manage and cannot be configured. Income Account Codes and Expense Account Codes are used on the Account Summary report (Refer to "Revenue Reports" on page 161 in the *MANAGE Quick Reference Guide*).

**Accounting Setup**

QuickBooks Integration | Account Summary Setup

**Account Summary**

Description	Income Account Code	Expense Account Code
Parts - Tax Exempt		
Parts - Taxable		
Labor - Tax Exempt		
Labor - Taxable		
Sublet - Tax Exempt		
Sublet - Taxable		
Misc - Tax Exempt		
Misc - Taxable		
Hazmat - Tax Exempt		
Hazmat - Taxable		
Shop Supplies - Tax Exempt		
Shop Supplies - Taxable		
Tax Total		

Double-click in a cell to edit. Account codes save upon exiting a cell.

Submit Cancel

12. In the grid, select a description field and type an account number.  
**Note:** Account Codes cannot be longer than fifteen characters.  
 When done with the Account Summary Setup tab, click the QuickBooks Integration tab.
13. Use the **Launch QuickBooks on open** check box to determine if Manage will verify that QuickBooks is activated when it is initiated.  
**Note:** While integration is activated and Manage is running the integrated company file needs to be open in QuickBooks.
14. When done with the accounting setup, click **Submit**.  
**Note:** After integration is activated, both the Manage database and QB company file should be backed up to new files. For more information about backing up these files, refer to "Backing up QuickBooks and Manage" on page 71.

## Validating QuickBooks Accounts and Items in Manage

After the Integrate with QuickBooks process is complete the QuickBooks Accounts and QuickBooks Items grids on the Accounting Setup window are updated. You can use these grids to verify that the following records are listed with the correct descriptions.

The QuickBooks Accounts grid displays the accounts needed by Manage. To update the accounts of types Other Income, Income, and Bank, click the Refresh QB Data button.

### QuickBooks Accounts tab

Account Name	Type
Accounts Receivable*	Accounts Receivable*
Applied Credits Other Income	
Checking Account	Bank
Core Revenue	Income
Customer Deposits	Other Current Liability
Deposits	Other Income
Discount – Labor	Other Income
Discount – Parts	Other Income
Discount – Sublet	Other Income
HazMat Revenue (non-tax)	Income
HazMat Revenue (taxable)	Income
Labor Revenue (non-tax)	Income
Labor Revenue (taxable)	Income
Parts Revenue (non-tax)	Income
Parts Revenue (taxable)	Income
Petty Cash	Bank
Returns and Allowances	Income
Shop Supplies Revenue (non-tax)	Income
Shop Supplies Revenue (taxable)	Income
Sublet Revenue (non-tax)	Income
Sublet Revenue (taxable)	Income

**\*Notes:** If this account name or type is changed, you will not be able to post invoices or write payments from Manage to QuickBooks.



QuickBooks **Items tab**

QB Item	Type
Cores	Other Charge
Credit	Other Charge
Discount Labor	Discount
Discount Parts	Discount
Discount Sublet	Discount
Non-taxable HazMat	Other Charge
Non-taxable Labor	Service
Non-taxable Part	Non-inventory
Non-taxable Shop Supplies	Other Charge
Non-taxable Sublet	Other Charge
Tax Calculated On Invoice	Sales Tax Item
Taxable HazMat	Other Charge
Taxable Labor	Service
Taxable Part	Non-inventory Part
Taxable Shop Supplies	Other Charge
Taxable Sublet	Other Charge
<b>Note:</b> All Sales Tax items are also added to the QuickBooks Items tab. This includes any interview defaults (such as Out of State), any created by the integration process (Tax Calculated On Invoice), and any created by the user in QuickBooks (such as state sales tax, labor tax, parts tax, etc.).	

**Warning:**

Changing the tax items and accounts in QuickBooks that were created by the integration process could prevent Manage from sending updates to QuickBooks.

## Chapter 7: Setting Up Networked QuickBooks

QuickBooks allows you to use the Remote Data Sharing (RDS) application to update the accounting files on a server PC from a client PC in a networked environment. The QuickBooks software runs with Manage (Release 4.4 or later) on a server PC and processes updates from remote clients using the Remote Data Sharing (RDS) application.

Before you can have a Manage client send data to a networked QuickBooks database you need to install and setup the MANAGE, QuickBooks, and Remote Data Sharing Server (RDS) software on the server and MANAGE and Remote Data Sharing Client (RDS) software on the client PC.

Once installed, the server needs to be running the QuickBooks application and the RDS server application and the client needs to be running the RDS Client application in order for client PCs to be able to write to the QuickBooks server database.

Manage needs to be installed but does not need to be running on the server PC in order for the client PC to write data to the server QuickBooks database.

When using Manage, QuickBooks should run only on the server PC.

**Note:** Before beginning to set up Networked QuickBooks, it is recommended that you verify that your network is using a manual IP address scheme.

### Setting Up Networked QuickBooks

#### On the Server PC:

1. Install QuickBooks on the server PC. Refer to "Chapter 3: Installing QuickBooks" on page 11.
2. Install Manage (Release 4.4 or later) on the server PC.
3. Set up QuickBooks on the server. Refer to "Setting Up QuickBooks" on page 14.
4. Start Manage on the server PC.
5. On the server PC (never on the client PC), use the Accounting Setup window to integrate with QuickBooks. Refer to "Chapter 6: Accounting Setup and QuickBooks Integration" on page 24.
6. On the server PC, install the QuickBooks RDS Server software. Refer to "Install the QuickBooks RDS Server Software" on page 36.  
*Result:* The QuickBooks Remote Data Sharing Server - Setup window displays.
7. Complete the RDS server PC setup. Refer to "To Setup the QuickBooks RDS Server Application" on page 38.
8. Open QuickBooks with the integrated company file and then launch the QB RDS server application. Refer to "Launching the RDS Server" on page 44. The server application should remain open on the server PC while you install the client software on the client PCs.

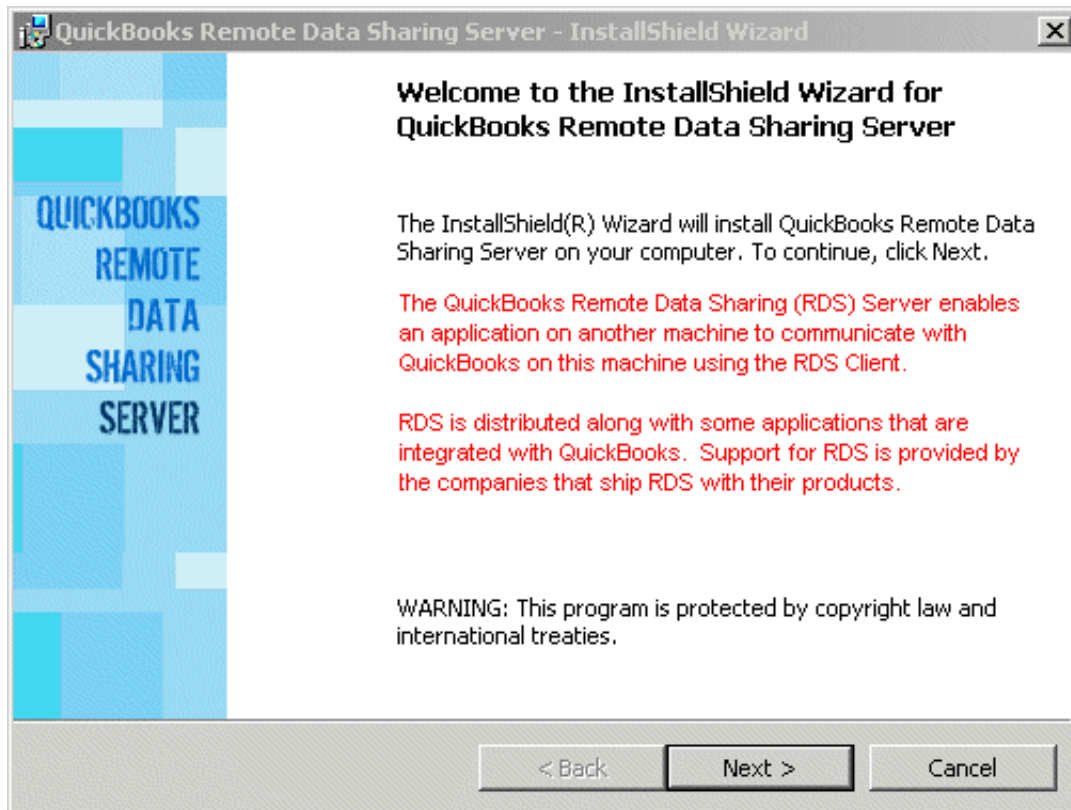
**On the Client PC:**

1. On the Client PC, install the RDS Client software. Refer to “Install the QuickBooks RDS Client Application” on page 41.  
*Result:* The QuickBooks Remote Data Sharing Client - Setup window displays.
2. Complete the RDS Client PC setup. Refer to “Setup the QuickBooks RDS Client Application” on page 42.
3. With the Remote Data Sharing Client - Console window open on the client PC, open the Accounting Setup window on the server PC.
4. On the Accounting Setup window, click **Refresh QB Data**.  
*Result:* On the Client PC, the Application Registration dialog displays.
5. Enter the RDS login and password that you created on the RDS server and click **Yes, Always**.
6. A confirmation box displays, click **Yes**.
7. Verify the Current Activity information on the server console window and click **Exit**.

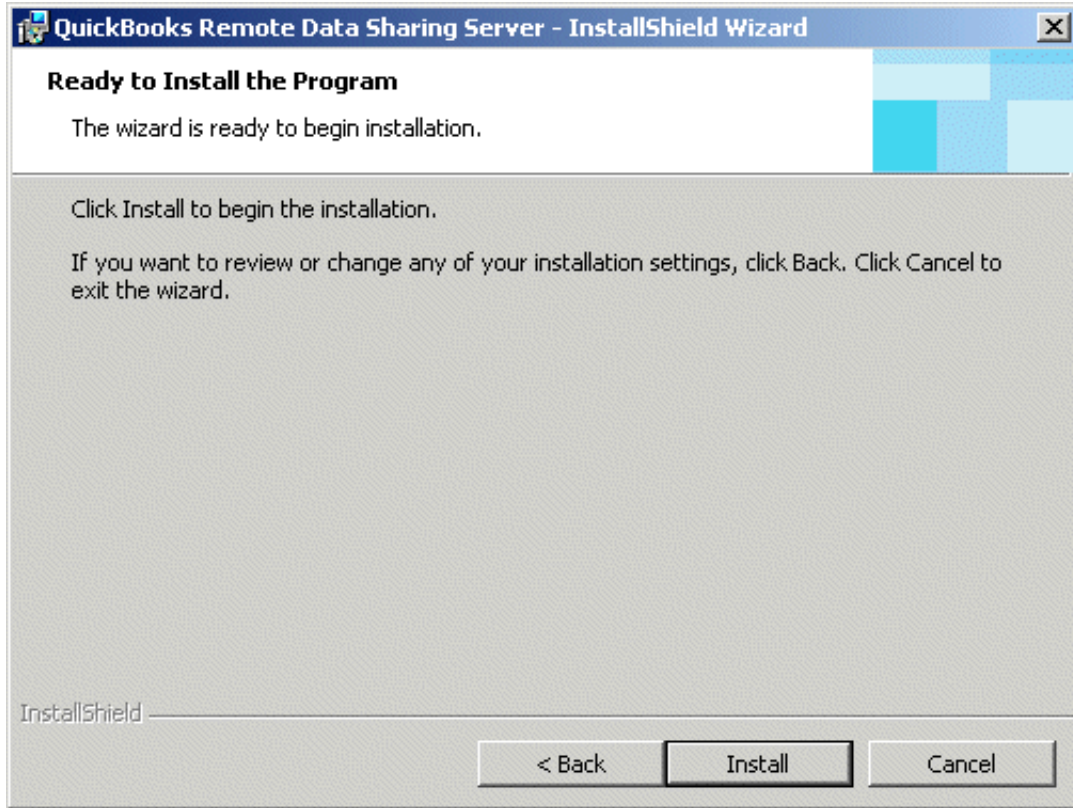
## Install the QuickBooks RDS Server Software

1. From the Start menu, select **Programs > ALLDATA > ALLDATA Manage > Intuit RDS Server Install**.

*Result:* The QuickBooks Remote Data Sharing Server - InstallShield Wizard window displays.



2. Click **Next** and on the Ready to Install the Program window, click **Install**.

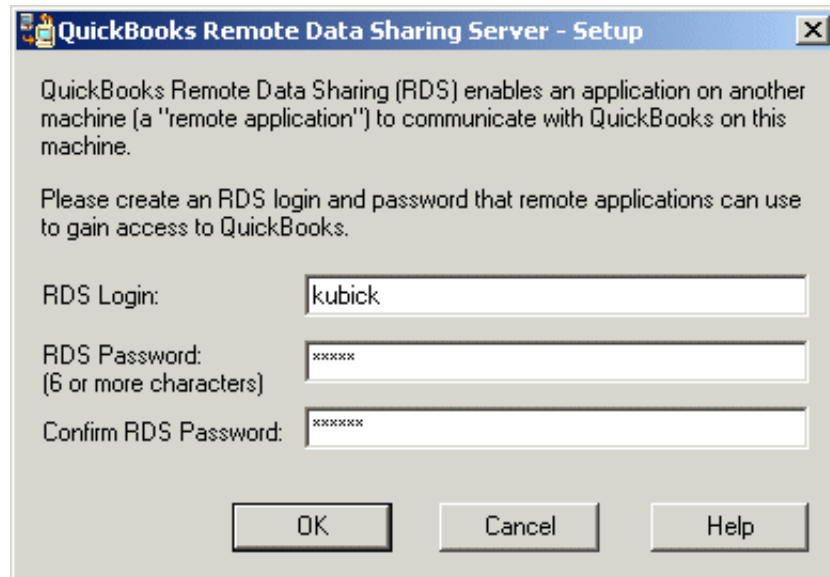


3. When the InstallShield Wizard completes, click **Finish**.  
*Result:* The QuickBooks Remote Data Sharing Server - Setup window displays.

## To Setup the QuickBooks RDS Server Application

1. From the QuickBooks Remote Data Sharing Server – Setup window, enter a login name and password.

**Note:** This password is only used for the RDS Server and must be at least 6 alphanumeric characters in length.



The image shows a Windows-style dialog box titled "QuickBooks Remote Data Sharing Server - Setup". The dialog box contains the following text and fields:

QuickBooks Remote Data Sharing (RDS) enables an application on another machine (a "remote application") to communicate with QuickBooks on this machine.

Please create an RDS login and password that remote applications can use to gain access to QuickBooks.

RDS Login:

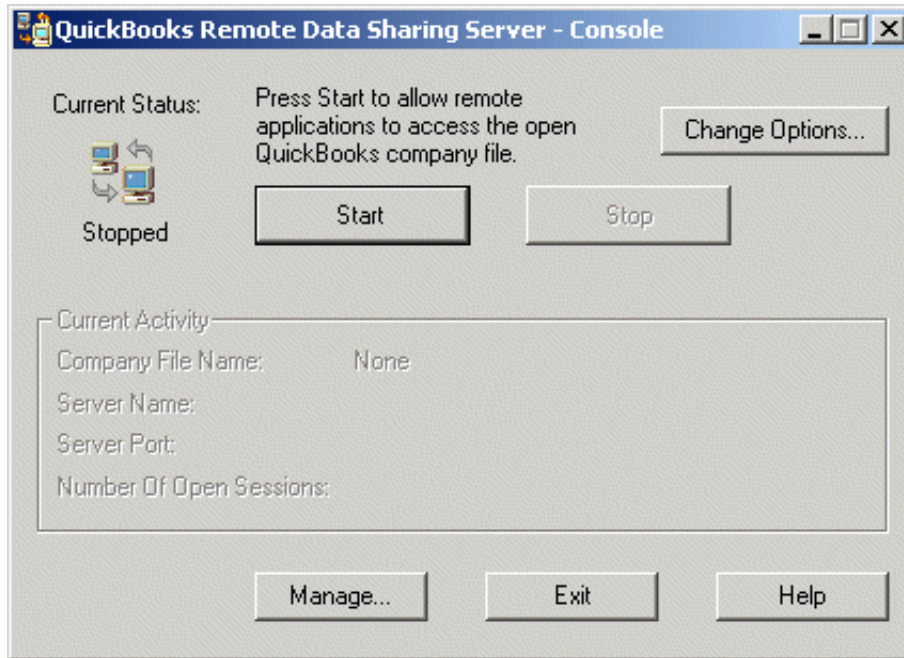
RDS Password:   
(6 or more characters)

Confirm RDS Password:

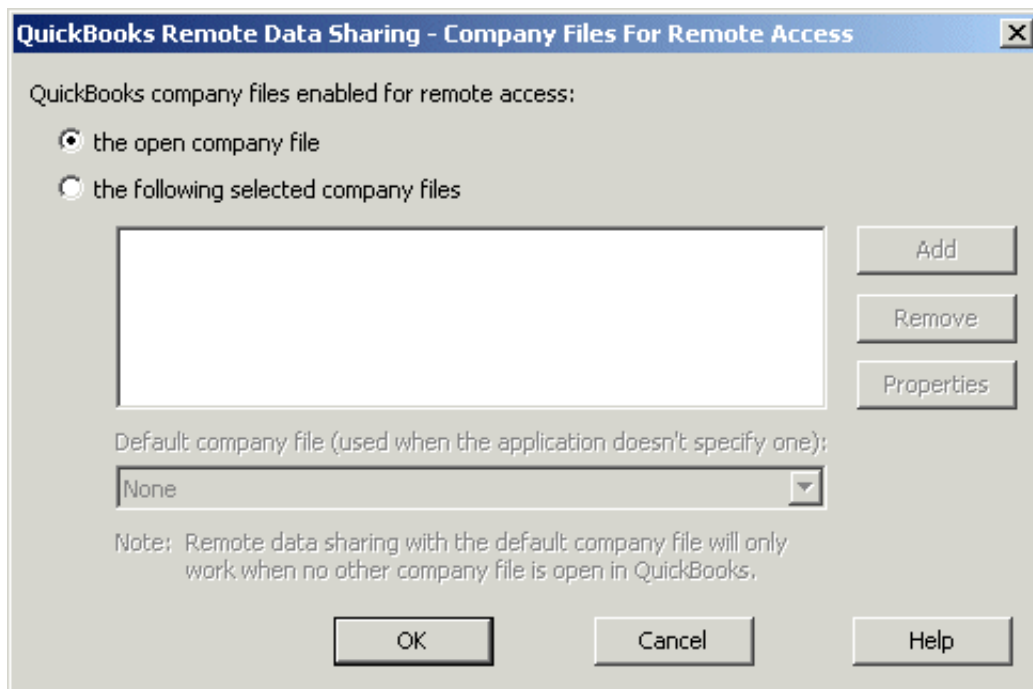
At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Help".

2. Repeat the password and click **OK**.

*Result:* The QuickBooks The RDS Server – Console window displays.



3. With the QB company file open on the server PC, in the Console window, click **Change Options** to open the Company Files for Remote Access dialog box.

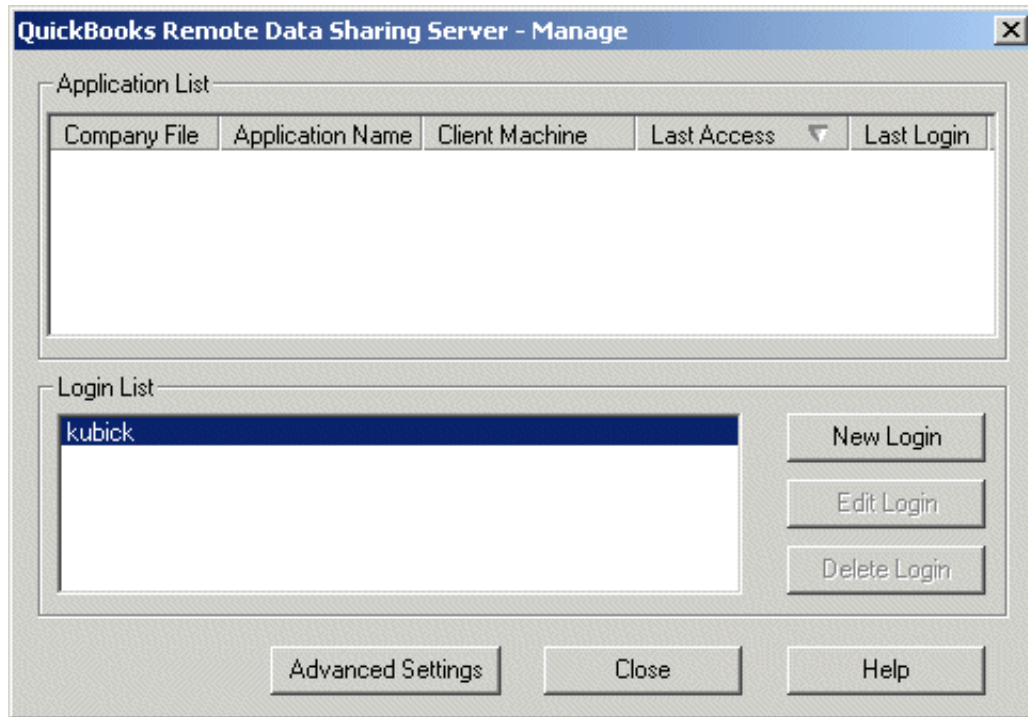


4. Select the open company file option and click **OK**.

*Result:* The QuickBooks The RDS Server – Console window displays.

5. On the RDS Server – Console window, click **Manage**.

*Result:* The RDS Server Manage window displays.



6. Click **Advanced Settings**.
7. Verify that the Server Port is set to 3790 and that the Queue length is at least 15 and click **OK**.
8. On the Manage window, click **Close**.
9. From the RDS Server - Console window, click **Start**, to start the RDS server.
10. When the Current Status on the RDS Server - Console window shows Started the server is running and configured properly. Now you are ready to Install the QuickBooks RDS Client Application.



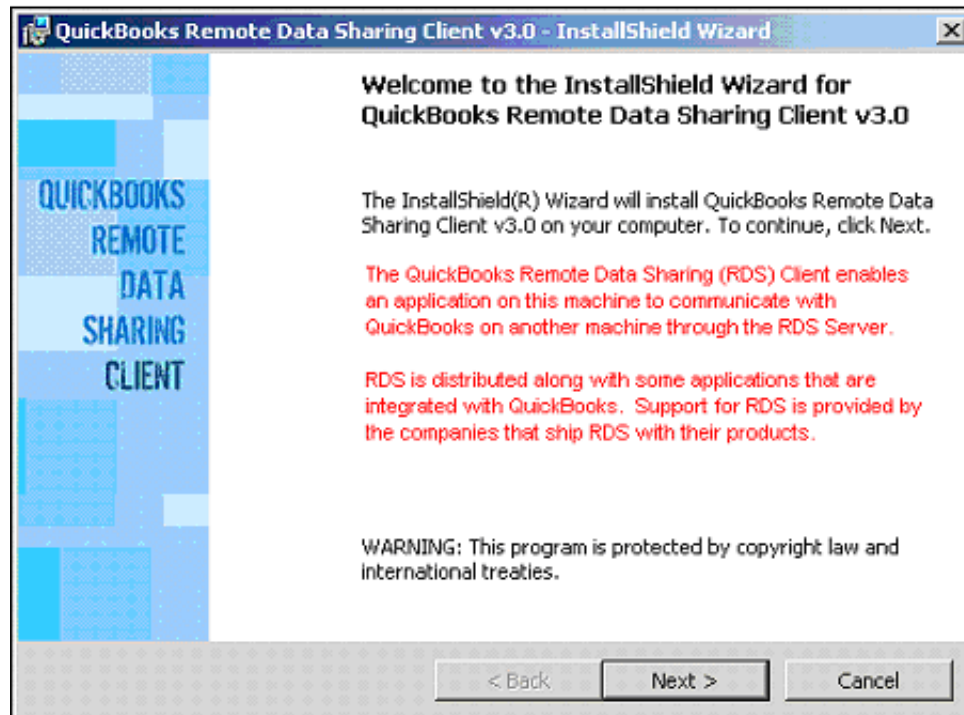
## Install the QuickBooks RDS Client Application

1. From the Start menu, select **Programs > ALLDATA > ALLDATA Manage > Intuit RDS Client Install**.

*Result:* A confirmation box is displayed.

2. Click **Yes**.

*Result:* The QuickBooks Remote Data Sharing Client - InstallShield Wizard window displays.



3. Click **Next**.

*Result:* The QuickBooks Ready to Install the Program window displays.

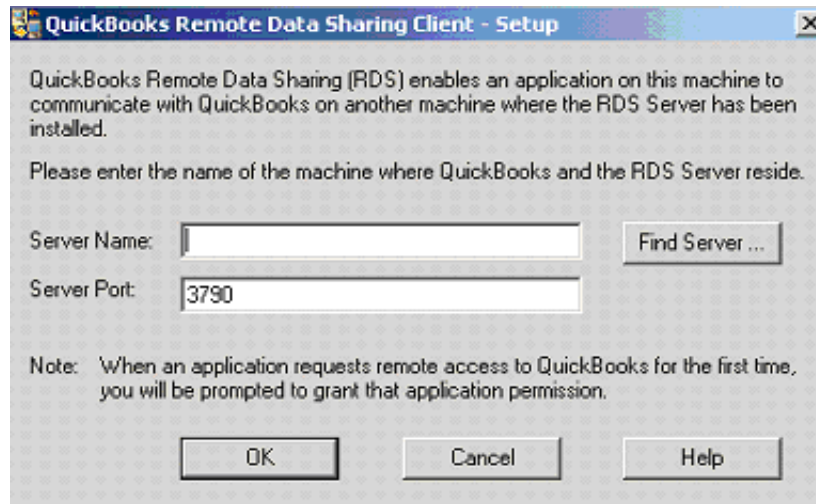
4. Click **Install**.

5. When the InstallShield Wizard completes, click **Finish**.

*Result:* The QuickBooks Remote Data Sharing Client - Setup window displays.

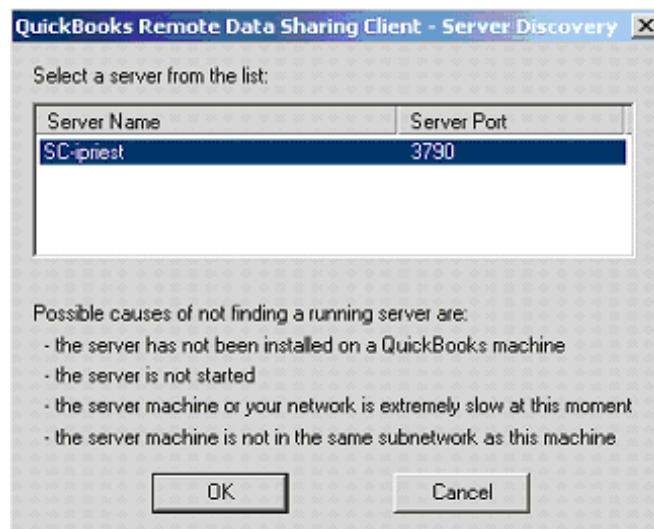
## Setup the QuickBooks RDS Client Application

1. From the QuickBooks Remote Data Sharing Client – Setup window displays.



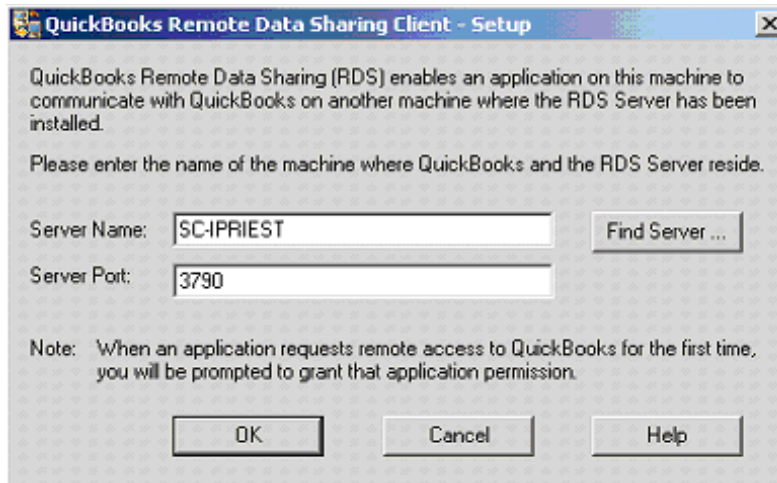
2. Click **Find Server**.

*Result:* The Server Discovery window displays.



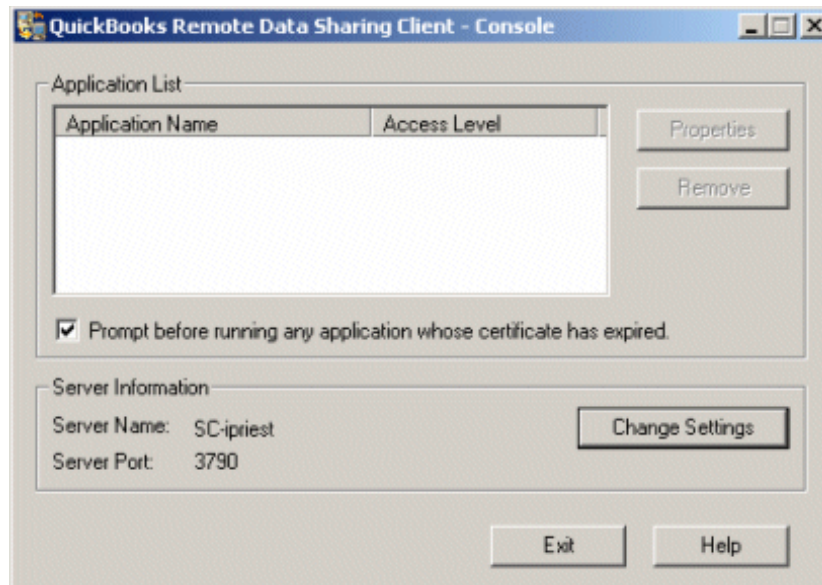
3. Select the server from the list and click **OK**.

*Result:* The QuickBooks RDS Client – Setup window displays with the Server Name displayed.



4. Click **OK**.

*Result:* The QuickBooks RDS Client - Console window displays.



## Launching the RDS Server

**Note:** Always open the QuickBooks company file before launching the RDS server application.

- After you have installed the RDS server software and completed the setup windows for the first time, the **Install RDS Client** and **Install RDS Server** buttons are disabled.

**Accounting Setup**

QuickBooks Integration | Account Summary Setup

QuickBooks company file (.QBW):  
 C:\ALLDATA\W\ServiceCenter\QB\_files\mianoov08.QBW

Integrate with QuickBooks

**Important!**  
 QuickBooks must always be running while MANAGE is running when integration is enabled.

Launch QuickBooks on open  
 Launch RDS Server on open

**QuickBooks Accounts** | QuickBooks Items

Account	Description	Type	Default Account
Accounts Receivable	Unpaid or unapplied customer	Accounts Receiv.	<input checked="" type="checkbox"/>
Applied Credits	Applied Credits	Other Income	<input checked="" type="checkbox"/>
Core Revenue	Core Revenue	Income	<input checked="" type="checkbox"/>
Customer Deposits	Customer Deposits Received	Other Current Liab	<input checked="" type="checkbox"/>
Deposits	Deposits Holding Account	Other Income	<input checked="" type="checkbox"/>
Discount - Labor	Discounted Labor	Other Income	<input checked="" type="checkbox"/>
Discount - Parts	Discounted Parts	Other Income	<input checked="" type="checkbox"/>
Discount - Sublet	Discounted Sublet	Other Income	<input checked="" type="checkbox"/>
HazMat Revenue (non-tax)	Non-taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
HazMat Revenue (taxable)	Taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (non-tax)	Non-taxable labor revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (taxable)	Taxable Labor Revenue	Income	<input checked="" type="checkbox"/>
mias_cking		Bank	<input type="checkbox"/>
Parts Revenue (non-tax)	Non-taxable parts revenue	Income	<input checked="" type="checkbox"/>
Parts Revenue (taxable)	Taxable parts revenue	Income	<input checked="" type="checkbox"/>
Petty Cash	Default Cash Account	Bank	<input checked="" type="checkbox"/>

**Refresh QB Data**  
 Use the Refresh QB Data button to refresh the listed accounts after changing or deleting the accounts in QuickBooks. Also use this button if you add new sales tax items in QuickBooks or change existing sales tax items.

NOTE: This process may take up to several minutes depending on the speed of your computer.

- Select the **Launch RDS Server on open** option to automatically launch the RDS server when Manage is opened or use the **RDS Server** icon on the server PC desktop to launch the RDS server when required.

**Note:** Once installed the RDS application client does not need to be launched or configured.

## Chapter 8: Additional QuickBooks Tasks

### Working with QuickBooks Accounts

**Warning:**

Changing company files in QuickBooks, when QuickBooks is integrated with Manage, can negatively impact Manage. If you have multiple businesses and need to access a different company file make sure that Manage does not attempt to write to the company file.

Changing the tax items and accounts in QuickBooks that were created by Manage could prevent Manage from sending updates to QuickBooks.

If you change or delete accounts or items in QuickBooks that are referenced by Manage, the accounting integration can be negatively impacted. Use the **Refresh QB Data** button on the Accounting Setup window in Manage to refresh the information. If any of the accounts or items referenced by Manage are deleted, the **Refresh QB Data** button recreates them.

Only the accounts and items that Manage needs to be in QuickBooks appear in the QuickBooks Accounts or QuickBooks Items grid on the Accounting Setup window. The **Refresh QB Data** button only updates the accounts used by Manage.

**Warning:**

The Tax Calculated on Invoices item **CANNOT** be recreated using the Refresh QB Data button. Do NOT rename or delete the Tax Calculated on Invoices item.

### Viewing QuickBooks Tables Updated by Manage

Use the QuickBooks icons to quickly access information. The following are some of the more commonly used icons.

- Invoice

The most recent invoice is displayed. Use the options along the top to navigate through invoices. An invoice displays PAID in the header when it is paid in full.

- Cust

The customer list displays. All customers transferred from Manage after an order is posted or a refund is issued, are shown.

- Item

The line items are displayed for services and goods, and special items that perform calculations. Items, other than sales tax, should not be changed or deleted.

- Check

The Write Checks window displays allowing you to generate refund checks.

- Reg

The checking account register displays. Entries appear in the register for refunds created in Manage when the type is *Check*. You can actually print the checks using the Check button.

- Account

The chart of accounts displays all the accounts.

Double-click on an account to view all the entries for that account. Different accounts types display different fields, refer to the QuickBooks documentation or online help for more information.

### Viewing QuickBooks Reports Updated by Manage

Use the Journal report to view all debits and credits. Select Reports > Accountant & Taxes > Journal to access the Journal report.

### Assigning QuickBooks Accounts to Charges

The account assigned to a Job item is selected and displayed in the Account field on the Job Item windows in Manage.

#### To assign a QuickBooks account to a line item in Manage:

1. On a Job form, click **Add**.  
*Result:* The Select New Job Items window is displayed with the Labor tab displayed.
2. Select the Part Items or Misc Items tab.
3. Select the appropriate account in the Account field.  
**Note:** These accounts are the same QuickBooks Accounts created and listed on the Accounting Setup window.
4. Complete the appropriate fields and click **Add**.  
*Result:* The item is added to the Selected Items grid.
5. When done adding line items, click **Submit**.

## Applying Payments in Manage

### Notes:

Deposits can be applied to repair orders, but repair orders must be converted to invoices before payments can be applied.

Do not forget to add Cost and Flagged Hours information for each line item on the invoice.

1. On the invoice or counter sale, click the **Cashier...** button.

**Cashier...**

*Result:* An Apply Payment window is displayed.

Apply Payment: Order 45

Payment #	Date	Type	Ref. Number	Authorization	Deposit	Amount
130	05/05/2006	Cash			<input checked="" type="checkbox"/>	\$11.80

Status: Applying Payments

Invoice Total: \$641.80  
Amount Received: \$11.80  
Balance Due: \$630.00

**New Payment**

Payment Type:

Payment Date:

Payment Amount:

Print Receipt

2. From the **Payment Type** drop-list, select **Cash**, **Credit Card**, **Check**, **Debit**, or **Other**.
3. Enter any options to go with the payment type (i.e. check number, authorization number, credit card type, expiration date, etc.)
4. From the **Payment Date** drop-calendar, select the date of payment. It defaults to the current date.
5. In the **Payment Amount** field, type the amount of the payment.



6. Click to check **Print Receipt** to print a receipt.
7. Click the **Apply** button.  
*Result:* The payment amount is reflected in the **Amount Received** and **Balance Due** fields.
8. If a balance remains, click the **Close** button when you are finished.  
*Result:* The Apply Payment window is closed and a reminder message about posting the invoice is displayed.
9. When an invoice is fully paid, the Apply Payment window closes and the reminder messages for printing the receipt and posting the invoice are displayed. If you choose not to post the invoice, it will display on the Cashiered tab on the Work in Progress window.

### **Documenting Deposits**

When you apply a deposit to a Repair Order in Manage, the information is sent as a Sales Receipt to QuickBooks. The journal entry credits your shop's QuickBooks Customer Deposits account and debits the Undeposited Funds account by the amount of the deposit. Updated customer information is also sent to QuickBooks.



## Applying Deposits in Manage

1. On the repair order, click **Take Deposit...**  
*Result:* An **Apply Payment** window is displayed.

Apply Payment: Order 35

Payment #	Date	Type	Ref. Number	Authorization	Deposit	Amount

Status: Applying Payments

Edit Payment

RO Total: \$68.42  
Amount Received: \$0.00  
Balance Due: \$68.42

**New Payment**

Payment Type: Cash  
Payment Date: 4 /25/2006  
Payment Amount: \$68.42

Print Receipt

Apply Close

2. From the **Payment Type** drop-list, select **Cash, Credit Card, Check, Debit** or **Other**.
3. Enter any options to go with the payment type (i.e. check number, authorization number, credit card type, expiration date, etc.)
4. From the **Payment Date** drop-calendar, select the date of payment. It defaults to the current date.
5. In the **Payment** field, type the amount of the deposit.
6. Select the **Print Receipt** option.
7. Click **Apply**, and then **Yes**.  
*Result:* The deposit is reflected in the **Amount Received** and **Balance Due** fields.
8. Click **Close** when you are finished.
9. In QuickBooks, verify that the Journal Entries are updated in the Undeposited Funds and Deposits accounts to match payments made in Manage.

## Posting Invoices in Manage

When you post an invoice after a deposit has been applied, one of the journal entries sent to QuickBooks is a Customer Deposit debit to balance out the deposit. In the example below (**Reports > Accounting and Taxes > Journal**), **1** indicates the deposit and **2** indicates the Customer Deposit debit.

10:41 AM  
11/02/05

TEsting  
Journal  
November 1 - 2, 2005

Type	Date	Nu...	Name	Memo	Account	Debit	Credit
		<b>1</b>	Doe, Jane...	Deposit o...	Customer Deposits		50.00
			state of Tn	Tenn tax	Sales Tax Payable	0.00	
						50.00	50.00
Invoice	11/02...	17	Doe, Jane...		Accounts Receivable	180.00	
			Doe, Jane...	Part 40	Parts Revenue (non...		40.00
			Doe, Jane...	Tax exem...	Labor Revenue (no...		80.00
			Doe, Jane...	Tax Exem...	Labor Revenue (no...		50.00
			Doe, Jane...	Tax exem...	Sublet Revenue (no...		60.00
		<b>2</b>	Doe, Jane...	Custome...	Customer Deposits	50.00	
			Doe, Jane...	Tax Calcu...	Sales Tax Payable	0.00	
						230.00	230.00

### To post an invoice or counter sale:

Invoices and Counter Sales should be cashiered before they are posted, otherwise the balance due will be applied to Accounts Receivable. Also, each line item should have actual costs information (Cost or Flg Hrs fields) entered before the invoice is posted.

1. Open an invoice or counter sale and click **Cashier**.

2. Add any outstanding payments to the invoice and click **Apply**.

*Result:* When the invoice is successfully cashiered a message displays prompting you to Post the invoice.

**Note:** When an invoice is fully paid, the Apply Payment window closes and the reminder messages for printing the receipt and posting the invoice are displayed.

3. After an invoice has been cashiered, click **Post**.

*Result:* If there are declined Jobs (check box cleared) on the order, a **Save Recommendation** window displays allowing you to save the declined Jobs as recommendations for future orders.

In QuickBooks, verify that the Journal Entries are updated to match payments made in Manage.

## Updating Accounts

After changing or deleting accounts in QuickBooks or adding or changing sales tax items, use the **Refresh QB Data** button on the Accounting Setup window to refresh the listed accounts.

## Updating QuickBooks Software

1. Select **File > Update** QuickBooks.

This will update the QuickBooks software without changing your company files, accounts or items.

## Updating QuickBooks Preferences

You can use the **Edit > Preferences** option to customize the way QuickBooks works for you. The My Preferences tab can be used by all users to change the settings for the individual user and the Company Preferences tab can be used by the system administrator to adjust the settings or all users.

### *Warning:*

Changing these settings can negatively impact Manage.

1. From the QuickBooks menu, select **Edit > Preferences....**  
*Result:* The Preferences window displays with the My Preferences tab selected.
2. In the toolbar on the left select the type of preferences that you want to update.
3. For example, select **Desktop View**.
4. In the Color Scheme drop-down list, select **Sea Stone**.  
*Result:* The color scheme temporarily updates.
5. Click **OK** to save the changes.
6. From the QuickBooks menu, select **Edit > Preferences....**  
*Result:* The Preferences window displays with the My Preferences tab selected.
7. Select the **Company Preferences** tab and then select **Integrated Applications** from the toolbar on the left.  
*Result:* The Integrated Applications fields display on the Company Preferences window tab.

### *Warning:*

Do **NOT** remove Manage or Service Center from the list and do **NOT** select the "Don't allow any applications to access this company files" or Manage will not be able to access the company files.

8. Select an application (for example: MANAGE) and make sure that it is checked in the Allow Access column.

9. Select an application and click **Properties...**

*Result:* The Properties - MANAGE dialog displays.

10. Select **Allow this application to login automatically.**

11. Click **OK** to save the changes.

12. Click **OK** to close the Preferences window.

## Chapter 9: Deactivating Accounting Integration

You can choose to deactivate accounting integration at anytime.

**Warning:**

To activate QuickBooks after it has been deactivated, you will need to create a new company files or use an unused (never integrated) company file.

Note: For assistance with deactivating Accounting Integration, contact ALLDATA Customer Support at 1-800-859-3282.

1. From the **Setup** shortcut bar in Manage, select **Accounting Setup**.

*Result:* The **Accounting Setup** window displays.

**Accounting Setup**

QuickBooks Integration | Account Summary Setup

QuickBooks company file (.QBW):  
 C:\ALLDATA\W\ServiceCenter\QB\_files\mianoov08.QBW

Integrate with QuickBooks

**Important!**  
 QuickBooks must always be running while MANAGE is running when integration is enabled.

Launch QuickBooks on open  
 Launch RDS Server on open

**QuickBooks Accounts** | QuickBooks Items

Account	Description	Type	Default Account
Accounts Receivable	Unpaid or unapplied customer	Accounts Receiv.	<input checked="" type="checkbox"/>
Applied Credits	Applied Credits	Other Income	<input checked="" type="checkbox"/>
Core Revenue	Core Revenue	Income	<input checked="" type="checkbox"/>
Customer Deposits	Customer Deposits Received	Other Current Liab	<input checked="" type="checkbox"/>
Deposits	Deposits Holding Account	Other Income	<input checked="" type="checkbox"/>
Discount - Labor	Discounted Labor	Other Income	<input checked="" type="checkbox"/>
Discount - Parts	Discounted Parts	Other Income	<input checked="" type="checkbox"/>
Discount - Sublet	Discounted Sublet	Other Income	<input checked="" type="checkbox"/>
HazMat Revenue (non-tax)	Non-taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
HazMat Revenue (taxable)	Taxable hazmat revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (non-tax)	Non-taxable labor revenue	Income	<input checked="" type="checkbox"/>
Labor Revenue (taxable)	Taxable Labor Revenue	Income	<input checked="" type="checkbox"/>
mias_cking		Bank	<input type="checkbox"/>
Parts Revenue (non-tax)	Non-taxable parts revenue	Income	<input checked="" type="checkbox"/>
Parts Revenue (taxable)	Taxable parts revenue	Income	<input checked="" type="checkbox"/>
Petty Cash	Default Cash Account	Bank	<input checked="" type="checkbox"/>

**Refresh QB Data**  
 Use the Refresh QB Data button to refresh the listed accounts after changing or deleting the accounts in QuickBooks. Also use this button if you add new sales tax items in QuickBooks or change existing sales tax items.

NOTE: This process may take up to several minutes depending on the speed of your computer.

2. Clear the **Integrate with QuickBooks** box to turn off accounting integration.  
*Result:* A message displays reminding you to backup your files before continuing.
3. Once the files have been backed up (refer to “Backing up QuickBooks and Manage” on page 71), click **Yes** to continue.  
*Result:* A message displays stating that  
 “Your request will deactivate the QuickBooks integration.”

You will need to create a new service-based company in QuickBooks if you want to activate this integration again. Do you want to continue?"

4. Click **Yes** to continue the process.

*Result:* The following warning message displays:

"If you continue with the deactivation you will no longer be able to integrate with this QuickBooks company file. Do you want to continue?"

5. Click **Yes** to complete the process.

*Result:* When deactivation is complete, the Accounting Setup window closes.

## Appendix A: Transaction Mapping

Manage Transaction	QuickBooks Transaction	QuickBooks Account Credited	QuickBooks Account Debited
Update Customer name, address or phone #	Customer table (Changes to the customer name in QuickBooks will be reflected in the QuickBooks Name field of the customer record in Manage.)	n/a	n/a
Integrate	Opening balances are posted for credit balances as a Credit Memo.	Accounts Receivable	Uncategorized Income
	Total of all credit balances is posted as a General Journal entry to clear Uncategorized Income and move the total to Opening Bal Equity.	Uncategorized Income	Opening Bal Equity
	Opening balances for balances due on posted but unpaid Manage invoices are posted as a QuickBooks Invoice.	Uncategorized Income	Accounts Receivable
	Total of all balances due is posted as a General Journal entry to clear Uncategorized Income and to move the total to Opening Bal Equity.	Opening Bal Equity	Uncategorized Income
Create order, save as estimate, save as repair order.	none	none	none
Apply a deposit to repair order.	Sales Receipt entries for deposit amount.	Customer Deposits	Undeposited Funds

Manage Transaction	QuickBooks Transaction	QuickBooks Account Credited	QuickBooks Account Debited
Post an invoice.	Invoice created and invoice entries are posted.		
	A/R debited for total billed less discounts and deposits, (so 0 if deposit paid it in full).		Accounts Receivable
	All charges (at their pre-discount rate) including taxes are credited to an income or liability account.	<ul style="list-style-type: none"> <li>• Parts Revenue (taxable)</li> <li>• Parts Revenue (non-tax)</li> <li>• Labor Revenue (taxable)</li> <li>• Labor Revenue (non-tax)</li> <li>• Sublet Revenue (taxable)</li> <li>• Sublet Revenue (non-tax)</li> <li>• Hazmat Revenue (taxable)</li> <li>• Hazmat Revenue (non-tax)</li> <li>• Shop supplies Revenue (tax)</li> <li>• Shop supplies Revenue (non-tax)</li> <li>• Sales tax Payable</li> </ul>	
	Discounts are debited to the proper account		Discount - Parts / Discount Labor /Discount - Sublet (as applicable)
	Customer deposit balancing entry		Customer Deposits
	Payment applied amount of payment is posted to A/R and Undeposited Funds, unless payment in full was made by an earlier deposit. Then nothing.	Accounts Receivable	Undeposited Funds



Manage Transaction	QuickBooks Transaction	QuickBooks Account Credited	QuickBooks Account Debited
Refunds	Check entries are posted for the refund		
	Order Refund from Service History tab	Selected bank account	Returns & Allowances
	Refund on an unposted RO that's overpaid by deposits	Selected bank account	Customer Deposits
	Refund on an unposted Invoice that's overpaid by deposits	Selected bank account	Customer Deposits
	Credit Refund from the Edit Customer > Payment Record tab:	Selected bank account	Opening Bal Equity
	<ul style="list-style-type: none"> <li>plus the original Credit Memo entry lines are reduced by the amount of the refund</li> <li>plus a General Journal entry so Opening Bal Equity and Uncategorized Income are in balance.</li> </ul>	The original Credit Memo credit to Accounts Receivable is reduced  Opening Bal Equity	The original Credit Memo debit to Uncategorized Income is reduced  Uncategorized Income
Applied Credits	No entries are posted for applying credits, but the Credit Memo is reduced.	---	---
	Credit applied when cashiering an invoice (not as a deposit on an RO), then invoice is posted.		
	Credit applied to a posted invoice on Payment Record tab.		
Void a repair order that has a deposit and refund the deposit in the process	Check entries are posted for the refund in the deposit amount and reverse the deposit.	Selected bank account	Customer Deposits
Convert an RO to an invoice, cashier and post it.	---	---	---



## Appendix B: Error Messages and Troubleshooting Procedures

The following procedures are provided to assist you in troubleshooting the more commonly encountered problems relating to QuickBooks.

### Manage Error Messages

If you receive an error message, locate the message in the following table to determine which procedure to use.

Message #	Message	Procedure
7002	<i>QuickBooks is not running and must be to complete this action. MANAGE will start QuickBooks now. After QuickBooks opens, please try again.</i>	Open QuickBooks and retry the action.
7003	<i>The company file opened in QuickBooks does not match the one specified in MANAGE. Please open the matching file.</i>  QuickBooks is running, but the incorrect company file is opened in QuickBooks.	Please open the correct company in QuickBooks, or change the QuickBooks Company File that you selected in the Accounting Setup window in Manage.
7004	<i>There is no company file currently open in QuickBooks. Please open the correct company file.</i>  QuickBooks is running, but no company file is open.	Please open the company file in QuickBooks.
7005	<i>An open dialog box is showing in the QuickBooks window. Please close the dialog box before continuing.</i>	There is an open dialog box in QuickBooks and Manage cannot access the QuickBooks database until the dialog has been closed.  Please switch to QuickBooks and close the dialog box.
7006	<i>QuickBooks 2006 or higher is running in Single-user mode and must be running in Multi-user mode. Please switch to Multi-user mode in QuickBooks.</i>	In QuickBooks 2006, Manage is seen as a second user and requires multi-user mode.  Change to multi-user mode: <ol style="list-style-type: none"> <li>1. Switch to the QuickBooks application.</li> <li>2. From the <b>File</b> menu, select <b>Switch to Multi-user mode</b>.</li> <li>3. Switch back to the Manage application and retry the transaction.</li> </ol>

7007	<p><i>The QuickBooks company file selected has previously been integrated with MANAGE and cannot be integrated again. Please select a valid company file that has not been previously integrated with MANAGE.</i></p>	<p>The QuickBooks company file requested has previously been used for integration and cannot be used again. You must either choose a different company file or create a new company file in QuickBooks and choose that file.</p>
7008	<p><i>Cannot find the QuickBooks directory. Please verify that QuickBooks is installed and configured properly before attempting to activate accounting integration in MANAGE.</i></p>	<p>Manage is looking for the QuickBooks directory on the default drive (initially c:) and cannot find it. Verify that QuickBooks 2004 or later is installed or if QuickBooks is installed on another drive, use the Browse button to navigate to the drive and directory where the.QBW file is installed. When the Browse button is used to navigate to and select a different location the default drive is changed.</p>
7010	<p><i>The integration has been stopped and cannot proceed because the MANAGE database contains at least one customer with both a credit balance and a balance due on posted invoices. A Customer Balance Conflict report has been created and will display when you click OK.</i></p>	<p>Click <b>OK</b> to view the report. If multiple customers are listed, print the report. Update the records for each customer listed, either to apply all outstanding credits or to cashier all posted but unpaid invoices. After resolving all of the balance conflicts, try integrating with QuickBooks again. Refer to <i>MANAGE Help</i>.</p>
7011	<p><i>This invoice cannot be written to QuickBooks because the "Tax Calculated On Invoice" item has been renamed or deleted. Please switch to QuickBooks and create or correct the Tax Calculated On Invoice item.</i></p>	<p>The <b>Tax Calculated On Invoice</b> item must be corrected in order to be able to post an invoice in Manage. This can be corrected by renaming the item to its original name or by creating a new <b>Tax Calculated On Invoice</b> sales tax item. Use the Item list in QuickBooks to edit or add the tax item.</p>
7012	<p><i>IMPORTANT: Before starting the accounting integration process verify that no QuickBooks reports are open. When open, reports in QuickBooks can create errors and cause the integration to fail.</i></p>	<p>Close all reports in QuickBooks and click <b>OK</b> to continue with the accounting integration process.</p>
7013	<p><i>The tax items have changed in QuickBooks. You must choose a valid QB Parts Tax Item and a valid QB Labor Tax Item before closing the Accounting Setup window.</i></p>	<p>Refer to the <i>MANAGE Help</i> for the Accounting Setup window, select the correct QB Parts Tax Item and the QB Labor Tax Item in the two list boxes and click <b>Submit</b>.</p>

7014	<i>Connecting to QuickBooks on the server has failed. Please correct the problem and try again.</i>	<p>1) On the Manage Server computer, verify that both the QuickBooks and the QB RDS server are running correctly.</p> <p>2) Verify that the RDS server is correctly configured. Refer to the QuickBooks Installation and Setup Guide for more information. (See "Setting Up Networked QuickBooks" on page 34.)</p>
7015	<i>MANAGE does not have permission to access the QuickBooks company file. Please update QuickBooks to grant access permission through the Integrated Application preferences.</i>	Update the Company Preferences to deselect the <b>Don't allow any applications to access this company file</b> option. For details, refer to "Updating QuickBooks Preferences" on page 51.
7016	<i>MANAGE is running in Client mode and integrated with QuickBooks. The QB Remote Data Sharing Client is either not installed or not configured correctly. Please install and configure the QB RDS Client.</i>	Reinstall the RDS client (refer to "Install the QuickBooks RDS Client Application" on page 41) on this computer. When configuring the QuickBooks RDS Client - Console window carefully verify your input.
7017	<i>MANAGE could not access the QuickBooks Foundation Class (QBFC.dll) file. The file is either missing or was not installed with sufficient user privileges.</i>	Reinstall the Manage application (See "Setting Up Manage" on page 12) so that the library file is installed with the correct access levels.
7018	<i>The rate for a tax item being imported from QuickBooks is greater than 99.99%. This item's rate will be set at 99.99% in MANAGE. Please correct the item's rate in QuickBooks and then refresh the QuickBooks data. Each tax rate must be less than 100% in QuickBooks when MANAGE is integrated.</i>	Open QuickBooks and change the Sales Tax Item to 99.99% or below ("Setting Up QuickBooks" on page 14). Then, in Manage Refresh the QuickBooks data (Refer to Refreshing QB Data in the <i>MANAGE Help</i> ).
7019	<i>Cannot find the QuickBooks program file (QBW32.exe or QBLaunch.exe). Please make sure QuickBooks is installed on the local computer before continuing in MANAGE.</i>	Reinstall QuickBooks ("To Setup the QuickBooks RDS Server Application" on page 38) before making any updates in Manage. This problem will impact posting invoices, issuing refunds, and refreshing the QB data.
7020	<i>This invoice was successfully posted in MANAGE, but writing the invoice to QuickBooks has failed. Please check the QuickBooks company preferences to ensure that charging sales tax is enabled before posting another invoice. You will need to manually enter this invoice into QuickBooks.</i>	Update the charge sales tax option in QuickBooks, refer to "Verifying Tax Rate Settings in QuickBooks, non-Canadian Versions" on page 68. Then manually enter the invoice information in QuickBooks. Note: The invoice was already posted in Manage.

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7021	<i>MANAGE failed to update this customer in QuickBooks. Please switch to QuickBooks and make sure the Edit Customer window is closed before continuing.</i>	Switch to QuickBooks and close the Edit Customer window. Switch back to Manage and click <b>OK</b> to continue.
7022	<i>The Accounts Receivable account in QuickBooks cannot be accessed and this invoice cannot be written to QuickBooks. Please verify that the Account Receivable account is configured properly in QuickBooks and retry posting the invoice.</i>	Refer to "Verifying Accounts Receivable Account Configuration" on page 70.
7023	<i>This payment cannot be written to QuickBooks because the expected Accounts Receivable account has been renamed or does not exist. Please verify that the Accounts Receivable account is configured properly in QuickBooks.</i>	"Verifying Accounts Receivable Account Configuration" on page 70.
7024	<i>The Accounts Receivable account in QuickBooks either has the incorrect name or does not exist. Please switch to QuickBooks and add or update the Accounts Receivable account.</i>	"Verifying Accounts Receivable Account Configuration" on page 70.
7025	<i>Before integrating with QuickBooks, you must first enter a valid password. Please contact customer support to receive the password.</i>	Call customer support to receive the password.
7026	<i>The password entered is invalid. Please contact customer support to receive the correct password.</i>	Either try re-entering the password or call customer support to get the correct password and then enter it.
7027	<i>MANAGE is integrated with QuickBooks, but QuickBooks is not installed on this computer. Please disable the integration with QuickBooks to avoid errors.</i>	From the Setup menu, select Accounting Setup and clear the <b>Integrate with QuickBooks</b> checkbox. Click <b>Yes</b> on each of the confirmation messages to disable the integration. If you do not disable accounting integration, errors will occur when posting invoices, issuing refunds or entering deposits.
7028	<i>This invoice was successfully posted in MANAGE, but writing the invoice to QuickBooks has failed. You will need to manually enter this invoice into QuickBooks.</i>	Note the specifics of the invoice and manually update the invoice in QuickBooks. Refer to "Posting Invoices in Manage" on page 50.
7029	<i>MANAGE failed to update this customer in QuickBooks. Please contact customer support to resolve the problem.</i>	Please note the specifics of the transaction and contact Customer Support for help resolving this issue.
8125	<i>Invalid QuickBooks company file name.</i>	Click Browse and select a valid.QDW file.

8128	<i>The MANAGE parts and labor tax rates must match the QuickBooks sales tax rates.</i>	The QuickBooks Sales Tax Items rate does not match the Manage tax rates for parts and labor. Either change the Manage tax rates to match the tax rate in QuickBooks or change the QuickBooks tax rates to match the Manage tax rates.
8145	<i>The QuickBooks Installation and Setup Guide is missing.</i>	Manage was unable to locate the QuickBooks Install and Setup.pdf file. It may have been accidentally deleted. You can re-install the missing PDF file by repairing your Manage installation.
8168	<i>The QuickBooks RDS Client installer is missing.</i>	Reinstall Manage to recover these files.
8169	<i>The QuickBooks RDS Server installer is missing.</i>	Reinstall Manage to recover these files.
8181	<i>There are posted invoices with open balances due. All balances must be paid in full before integrating with QuickBooks.</i>	<p>Manage has determined that at least one invoice has been posted with an outstanding balance. Integration cannot continue until the balance is cleared. When you click <b>OK</b> the integration process stops.</p> <p>To address the issue:</p> <ol style="list-style-type: none"> <li>1. Print the Balances Due for All report to determine the invoices that have outstanding balances.</li> <li>2. Update the records to apply all outstanding credits or to cashier all posted but unpaid invoices. Refer to Applying payments to posted invoices and counter sales for instructions.</li> <li>3. After resolving all of the balance conflicts, retry the Integrate with QuickBooks process.</li> </ol>
8183	<i>MANAGE needs to open QuickBooks to access the customer file. When integrated with QuickBooks in MANAGE, the QuickBooks customer file needs to remain accessible. Please do not close the customer file.</i>	To complete certain transactions when Manage is integrated with QuickBooks the customer file must be accessible in QuickBooks. To avoid problems do not close the customer file while Manage is running.

<p>8188</p>	<p><i>This invoice cannot be written to QuickBooks because the Invoice Date is within the period when the company books are closed.</i></p> <p><i>Please switch to QuickBooks and change the Company Accounting Preferences setting for Closing Date.</i></p>	<p>You are trying to post an invoice but your account in QuickBooks is in a closed period, that is, the closing date setting is today or in the future. Records cannot be written to closed periods in QuickBooks. Switch to QuickBooks and reopen your books by clearing the current closing date or setting it in the past.</p> <p>This setting is accessed differently depending on the version of QuickBooks being used. Refer to the QuickBooks Help system for details on reopening your books</p>
<p>8199</p>	<p><i>The Sales Tax Items "Tax Calculated On Invoice", "Tax Calculated On Invoice (Purchases)" and "Sales Tax" cannot be found in QuickBooks (Canadian Version).</i></p>	<p>Integration with the QuickBooks, Canadian version requires that the following Sales Tax items are configured:</p> <ul style="list-style-type: none"> <li>•Tax Calculated On Invoice</li> <li>•Tax Calculated On Invoice (P)</li> <li>•Sales Tax</li> </ul> <p>Refer to "Add Sales Tax item for Purchase." on page 69.</p>
<p>8209</p>	<p><i>Activating the integration with QuickBooks can take up to several minutes depending on the speed of your computer. Do you want to continue?</i></p>	<p>You have chosen to integrate Manage with QuickBooks. The activation process can take up to several minutes depending on the speed of your computer. You can confirm that you want to continue or cancel the process.</p>
<p>8210</p>	<p><i>Your request will deactivate the QuickBooks integration. You will need to create a new service-based company in QuickBooks if you want to activate this integration again. Do you want to continue?</i></p>	<p>This message displays when you deactivate the Account integration. If you want to activate QuickBooks integration in the future, you will need to first create a new service-based company file. Refer to "Setting Up the QuickBooks Company File using the EasyStep Interview" on page 14.</p>
<p>8212</p>	<p><i>All open counter sales, estimates, repair orders, and non-posted invoices will be recalculated with the new tax rate if you click Yes.</i></p>	<p>You can save these changes by clicking <b>Yes</b>, or you can return to the Company Setup window without saving the changes by clicking <b>No</b>. If you click <b>Yes</b>, you should immediately update the QuickBooks tax rates. Refer to "Verifying Tax Rate Settings in QuickBooks, non-Canadian Versions" on page 68.</p>



8215	<i>All payments on Repair Orders and Invoices must be converted to customer credits before activating the accounting integration. Would you like MANAGE to convert the payments to credits?</i>	Click <b>Yes</b> to automatically convert all payments made on open Rose and Invoices to credits. Click <b>No</b> to stop the integration with accounting. You can then open the Work In Progress window, and finalize and post all orders that have payments made against them before restarting the integration process.
8216	<i>This invoice has been cashiered and should be posted as soon as possible. Would you like to post it now?</i>	Click <b>Yes</b> to automatically post the current invoice, or click <b>No</b> to return to the order without posting the invoice. You should post all invoices as soon as possible to prevent tax rate inconsistencies. Tax rate inconsistencies can arise if tax rates change between the time of the payment and the time of posting.
8222	<i>MANAGE will now run the QuickBooks Remote Data Sharing Server installation. Do you want to continue?</i>	Click <b>Yes</b> to start the server installation or click <b>No</b> to return to the Accounting Setup window.
8223	<i>MANAGE will now run the QuickBooks Remote Data Sharing Client installation. Do you want to continue?</i>	Click <b>Yes</b> to start the client installation or click <b>No</b> to return to the Accounting Setup window.
8224	<i>Before deactivating the QuickBooks integration, you must back up your MANAGE database and your QuickBooks company file. This will allow you to restore your current settings should any problems occur during the deactivation process. Have you backed up these files?</i>	This message displays when you deactivate the Account integration. If the Manage database and the QuickBooks company file (.QBW) have been backed up, choose <b>Yes</b> to continue. If the Manage database and the QuickBooks company file has not been backed up, click <b>No</b> and back the files up before deactivating the accounting integration. For more information, refer to "Backing up QuickBooks and Manage" on page 71.
8225	<i>WARNING: If you continue with the deactivation you will no longer be able to integrate with this QuickBooks company file. Do you want to continue?</i>	This message displays when you deactivate the Account integration. Click <b>Yes</b> to continue deactivating the Accounting Integration. Click <b>No</b> to cancel deactivation of Account Integration.

<p>8230</p>	<p><i>MANAGE was unable to start QuickBooks. Refer to help for further instructions on how to resolve this issue.</i></p>	<p>If you are running any of the Auto-Zone supported Microsoft operating systems, the QuickBooks company file may have been moved. Use the Browse button (entering a password, if required) to locate the correct.QBW file.</p> <p>If you are using Microsoft Vista on your computer and your QuickBooks database wasn't moved, Manage failed to start QuickBooks because of a security issue. With the Vista operating system, the User Access Control must be enabled and both Manage and QuickBooks must use the standard-user access level.</p> <p>Verify that User Access Control is enabled by clicking Start &gt; Control Panel &gt; User Access and selecting the Turn User Access control on or off option. If you need assistance, consult the Vista Help system.</p> <p>Once User Access Control is enabled, if you start QuickBooks or Manage without overriding the user access level, the application will start with a standard-user access level by default. For more information about User Access Levels refer to the Vista Help system.</p> <p><b>Warning:</b> QuickBooks must be running and have the correct company file open when the Manage integration with QuickBooks is enabled and account information is being accessed. If not, all payments and invoices that are processed will have to be entered manually into the QuickBooks system.</p>
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## Troubleshooting Procedures

### Verifying Tax Rates

If you receive an error message stating that the tax rates must match, verify the tax values using the “Verifying Taxes in Manage” on page 67 and “Verifying Tax Rate Settings in QuickBooks, non-Canadian Versions” on page 68 procedures to locate the problem.

### Verifying Taxes in Manage

The non-Canadian versions of QuickBooks require that the tax rates in Manage be set to match the QuickBooks settings. Use the “Use the Tax/Markups tab to view the tax rates applied to parts and labor items.” below.

#### Use the Tax/Markups tab to view the tax rates applied to parts and labor items.

1. From the **Setup** shortcut bar or menu select **Company Setup**.
2. Select the **Tax/Markups** tab.

*Result:* In the Tax Rates section, the name of the schedule currently set as the default is displayed in the Default Tax Schedule field.

The screenshot shows the 'Tax/Markups' configuration window. It is divided into several sections:

- Tax Rates:** Includes a 'Default Tax Schedule' dropdown menu currently set to 'System Default' and a 'Tax Matrix Setup' button.
- Markups:** Includes input fields for 'Sublet %' (0.00) and 'Labor Guide %' (20.00), along with a 'Price Matrix Setup' button.
- Shop Supply Charges:** Includes a 'Type' dropdown menu set to 'Parts Only', an 'Amount' input field (8.00), a 'Max. Charge' input field (\$39.72), and an 'Apply Tax' checkbox that is checked.
- Hazmat Charges:** Includes a 'Type' dropdown menu set to 'Parts & Labor', an 'Amount' input field (0.00), a 'Max. Charge' input field (\$0.00), and an 'Apply Tax' checkbox that is unchecked.
- Profit Margins:** Includes a 'Minimum Order Profit Margin %' input field set to 54.00.

3. Use the **Tax Matrix Setup** button to open the **Tax Rate Setup** window, where you can verify tax rates and tax schedules and where you can select which schedule to use as a default Tax Schedule.

4. Click **Submit**.

## Verifying Tax Rate Settings in QuickBooks, non-Canadian Versions

Tax rate information is stored in the items list. When you created the Company File (refer to “Setting Up the QuickBooks Company File using the EasyStep Interview” on page 14), QuickBooks created at least one item of the type **Sales Tax Item** with the name Out of State. If you created Parts and Labor tax items to use with Manage, they are also listed in the Items List.

1. From the QuickBooks menu, select **Item**.
2. Verify that the default sales tax items are listed.  
**Note:** If the tax rate items are not listed, refer to “Updating QuickBooks Preferences” on page 51, in the QuickBooks Manual or the QuickBooks online help for information on setting up sales tax.
3. Note the tax rate in the **Price** column for the sales tax items.
4. Verify that the names and tax rates in the QuickBooks item list match the settings in the **QB Parts Tax Item** and **QB Labor Tax Item** fields on the **MANAGE Accounting Setup** window.
5. Verify that the names and tax rates in the QuickBooks item list match the **Parts%** and **Labor%** fields in the Tax Rates section of the **Tax/Markups** tab of the Company Setup window in Manage.

## Use the MANAGE Accounting Setup window to determine the QuickBooks tax items applied to parts and labor items when entering accounting information.

1. From the **Setup** shortcut bar in Manage, select **Accounting Setup**.  
*Result:* The **Accounting Setup** window displays.
2. Verify that the name in the **QB Parts Tax Item** field is the same sales tax item name entered in QuickBooks when creating the company file.
3. Verify that the name in the **QB Labor Tax Item** field is the same sales tax item name entered in QuickBooks when creating the company file.

## Verifying Tax rate settings in QuickBooks, Canadian Version

The Canadian Version of QuickBooks does not require compatibility with the tax settings in Manage but instead requires that additional Tax Rate settings be configured prior to integration with Manage.

If you will NOT be using the Canadian version of QuickBooks you can skip this procedure and refer to the procedure in “Setting Up Manage prior to Accounting Integration” on page 12.

The two Tax Codes required in QuickBooks, Canada for use with Manage will need two Sales tax items for each Tax Code.

**Add Sales Tax item for Purchase.**

1. From the **List** menu click **Item List**.
2. Scroll to the item named **Tax Calculated On Invoice**.
3. Click **Item** and **Edit Item**.  
*Result:* The **Edit Item** window displays.
4. Verify the following settings:

Field	Input
<b>Sales Tax Name</b>	Tax Calculated On Invoice
<b>Description</b>	Tax Calculated On Invoice
<b>Tax Rate (%) or Am</b>	any value
<b>Tax Agency</b>	Receiver General
<b>Sales Tax Return Line</b>	Line 103 GST/HST collected or collectible

5. Click **OK**.
1. From the **List** menu click **Item List**.
2. Scroll to the item named **Tax Calculated On Invoice (P)**.
3. Click **Item** and **Edit Item**.  
*Result:* The **Edit Item** window displays.
4. Verify the following settings:

Field	Input
<b>Sales Tax Name</b>	Tax Calculated On Invoice (P)
<b>Description</b>	Tax Calculated On Invoice (Purchase)
<b>Tax Rate (%) or Am</b>	any value
<b>Tax Agency</b>	Receiver General
<b>Sales Tax Return Line</b>	Line 106 Input tax credits (Its)

5. Click **OK**.
1. From the **List** menu click **Item List**.

2. Scroll to the item named **Sales Tax**.
3. Click **Item** and **Edit Item**.  
*Result:* The **Edit Item** window displays.
4. Verify the following settings:

Field	Input
<b>Sales Tax Name</b>	Sales Tax
<b>Description</b>	Sales Tax
<b>Tax Rate (%) or Am</b>	0.00%
<b>Tax Agency</b>	Receiver General
<b>Sales Tax Return Line</b>	Line 103 GST/HST collected or collectible

5. Click **OK**.

### Verifying Accounts Receivable Account Configuration

If you receive an error message instructing you to “verify that the Accounts Receivable account is configured properly in QuickBooks” use this procedure.

1. Switch to or open QuickBooks.
2. Select Hadn't from the toolbar.
3. Verify that the spelling and capitalization is an exact match.
4. If the spelling or capitalization is incorrect, edit the account to fix the problem.
5. Search the list to locate Accounts Receivable and verify that the type is Accounts Receivable.
6. If the type is wrong either delete the account or rename it and create the account with the correct name and type. Refer to the QuickBooks online help for information about deleting or renaming accounts.
7. After verifying the account or making updates in QuickBooks, switch to Manage and select **Refresh QB Data** button on the Accounting Setup window.

*Result:* This will update the QuickBooks accounts and items in Manage.

## Backing up QuickBooks and Manage

When you have active databases or company files before integrating QuickBooks with Manage you should backup your databases and company files before and after integration.

Each time you backup files and databases you should name the backup files with a descriptive name. For example: ABCco\_b4int080805.qbw and ABCco\_af\_int080805.qbw and ABCco\_pre080805.scb and ABCco\_post080805.scb.

**Note:** Do not attempt to restore a backup file from a previous version of QuickBooks. When upgrading QuickBooks, back up the company file in the old version, upgrade to the new version and allow the new version to update the company file itself, then create a new backup in the new version.

### QuickBooks Backups

1. Open QuickBooks.
2. From the **File** menu, select **Back Up**.
3. From the QuickBooks **Backup** dialog box, enter a descriptive name in the filename field.
4. Select **Disk** and enter or select a directory location to use for storing the backup files.
5. Click **OK**.

*Result:* The current database is saved to the file in the selected location. QuickBooks presents a confirmation message when the backup is complete.

### Manage Backups

#### To manually back up your Manage data:

1. Open Manage.
2. From the **File** menu, select **Backup**.
3. In the **Save As** dialog box, browse and select a directory to use for storing the backup files.
4. Enter a descriptive name in the file name field.
5. Click **Save**.

*Result:* The current database is saved to the file in the selected location. Manage presents a confirmation message when the backup is complete.

### QuickBooks Restores

1. Open QuickBooks.
2. From the **File** menu, select **Restore**.

3. In the Get Company Backup from: section, select **Disk** and verify or enter the name of the appropriate backup file in the Filename field.
4. Enter or select a directory location where the backup file is located in the Location field.
5. In the Restore Company Backup To: section, enter a target filename to use for the restored company file.
6. Select the target location of the newly restored company file.
7. Click **Restore**.

*Result:* The current database is closed and the restored database is copied to the target file in the target location and opened.



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