

## TN 3602 - QuickBooks US Versions – Direct Link Integration

### Description:

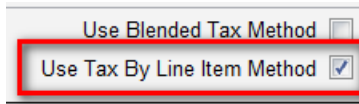
This document will describe the set-up and configuration required to implement the Direct Link Integration feature for US QuickBooks users available in version 5.5.0.0 and later of Miracle Service.

When the automated integration feature was developed, we consulted with QuickBooks on the most flexible method for handling the wide variety of tax jurisdictions we encounter with Miracle Service. Because it was critical to design this automated integration to support a wide variety of taxation regimes, we are using the “tax on invoice” calculation method recommended by Intuit. Since this method deviates from our traditional method with QuickBooks, we are strongly recommending you use caution before using this method as it may not provide the level of tax reporting you are used to using with the .IIF file format for importing or that created by using the QuickBooks built-in invoice creation routines.

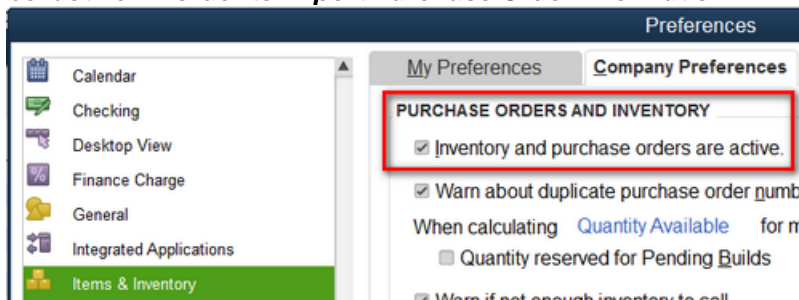
### Important Notes:

**The automated integration feature is designed for the US QuickBooks version only. This feature is designed to calculate sales tax on the invoice instead of the traditional sales tax method included in QuickBooks. You should review this with your QuickBooks consultant to ensure you will receive a sufficient level of tax reporting.**

**Miracle Service must be set so it uses the “Tax by Line Item” feature in Miracle Service. QuickBooks will not accept any other tax method. This setting can be configured in Miracle Service Administration > Taxes > Tax Codes:**



**In QuickBooks > Company Preferences > Items & Inventory, Inventory and Purchase Orders must be ‘active’ in order to import Purchase Order information:**

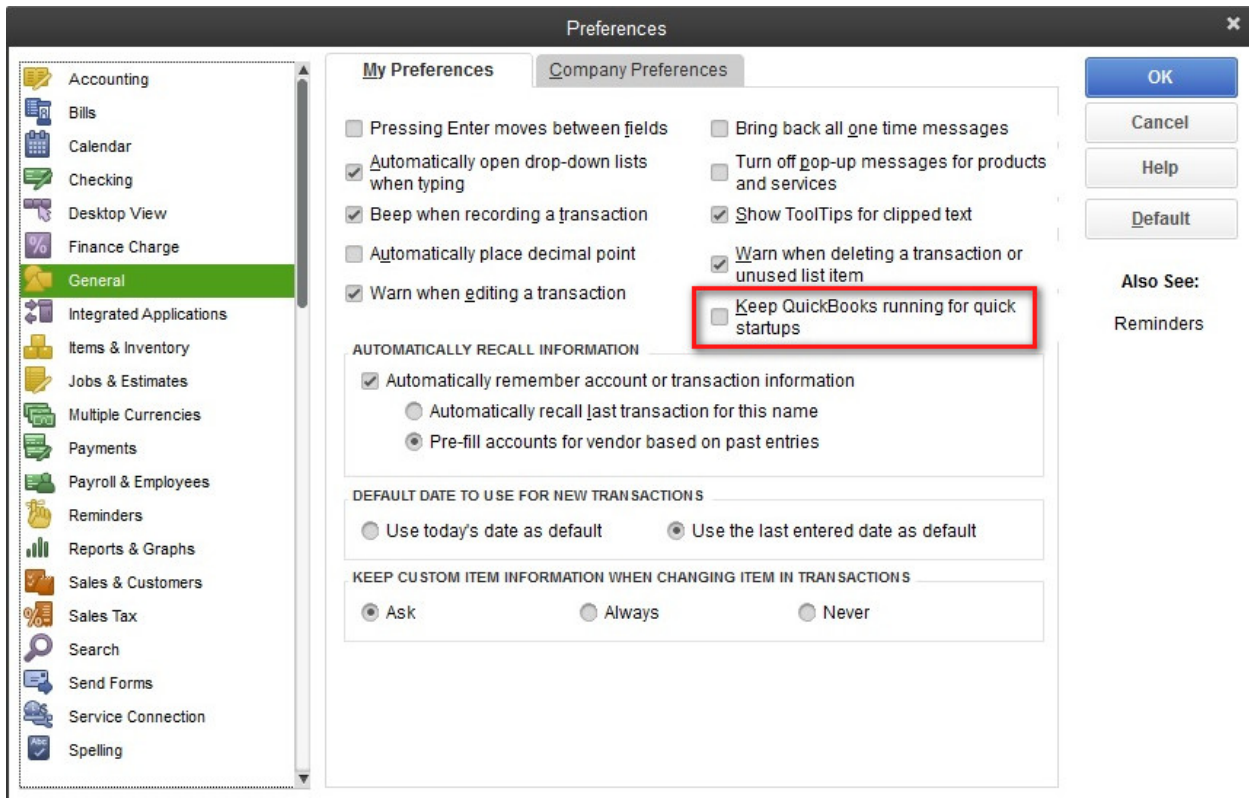


**It is important to disable an option that keeps the QuickBooks process running in the background and preventing the export process from proceeding. To disable this option, log out of QuickBooks and end any running QB process. To do this:**

1. Press Ctrl+Shift+Esc on your keyboard to open the Task Manager.
2. Click the Processes tab.
3. Right-click the QBW32.exe process and select End Process for any process related to QB

**Once the processes have been ended:**

1. From the Edit menu, select Preferences.
2. Select General icon and on the **My Preferences** tab.
3. Clear the Keep QuickBooks running for quick startups checkbox and click Ok:



**NOTE:** The above option will need to be performed for each QB user.

**In order for Miracle Service to communicate with your QuickBooks you must download and install the QuickBooks Runtime Library on the computer(s) that will be linking to QuickBooks. This is typically your financial person in your office. You do not need this on every computer. The download can be found on our website at:**

<http://www.miracleservice.com/customer-center/downloads/>.

**Unzip this file to C:\Program Files\Nexent\Miracle Service\ (or the location of the application install) on any workstation that will be exporting to QuickBooks. Locate and install: 1). QuickBooks Integration Installer (QBFC6\_0Installer.exe), 2). QuickBooks Runtime Library (QBXMLRP2Installer.exe) and 3). Microsoft Visual C++ Runtime Library (vcredist\_x86.exe) before using this automated integration solution. It is important to install these 3 files in this order for the exporter to perform properly.**

**Steps:**

The following steps are very critical and must be completed prior to attempting to use the QuickBooks integration capability. QuickBooks will prompt for authorization upon the first time Miracle Service attempts to make a connection to your company file. This will not occur after subsequent connections.

When configuring Miracle Service for the QuickBooks integration there are some basic pre-requisites. This is a checklist for those items:

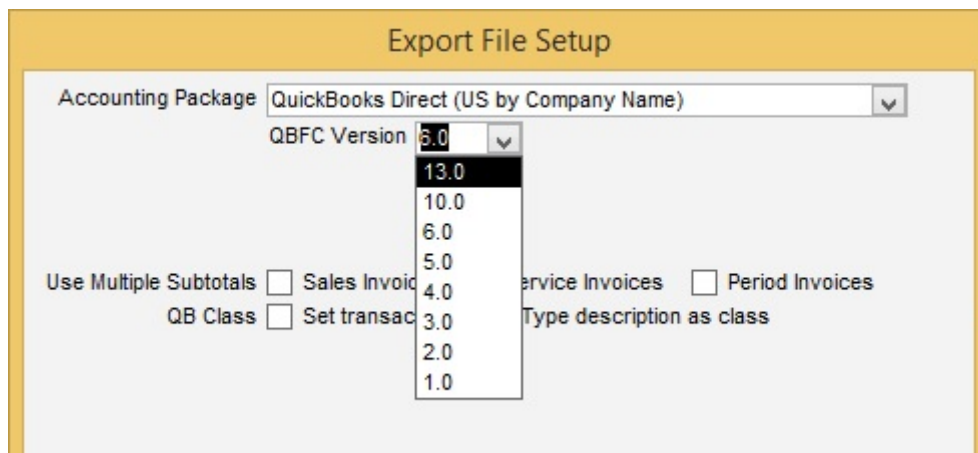
- ❑ Sales Persons in Miracle Service should match those in QuickBooks exactly.
- ❑ Miracle Service is set to Tax by Line Item (configured in ‘Tax Codes’)
- ❑ All Tax Codes must have a “Payable To” field entry with a Vendor name (Tax Agency) that exists in QuickBooks. The Vendor Name (Tax Agency) in QuickBooks must match the exact same spelling in the Payable To field from Miracle Service.
- ❑ The “Account” list in Miracle Service must have a valid QuickBooks Account. This is only for the Revenue, Cost of Goods Sold and Asset Accounts. **NOTE: As more Inventory Categories are added to Miracle Service, new Asset, Revenue and COGS accounts will be added to Miracle Service. These need to be populated with valid related QB accounts.**
- ❑ All Tax Groups in Miracle Service must have a Tax Code selected.
- ❑ Tax Codes and Tax Groups must be unique (i.e. do not create a Tax Code with the same ID as Tax Group)
- ❑ Miracle Service Tax Codes must match a Sales Tax Item in QuickBooks. Miracle Service Tax Groups must match a Sales Tax Group in QuickBooks. These records need to be identical.
- ❑ A Suspense account must be set-up in QuickBooks for any transactions that do not have a valid General Ledger (Chart of Accounts) number.

The following are the detailed Steps to configure Miracle Service to use the QuickBooks integration feature.

1. Select the Accounting Package
2. Configure integration settings
3. Setup and Map Accounts in Miracle Service
4. Define your QuickBooks Item listing in Miracle Service
5. Configure Taxes
6. Establish a Connection to your QuickBooks Company File
7. QuickBooks configuration
8. Error Reporting
9. Enable Tracing

## Select the Accounting Package

To indicate to use this accounting integration feature, you must first select the correct accounting package from the “File Setup” menu option. There are two Accounting Package options that are applicable: (1) “QuickBooks Direct (US by Company Name)” and “QuickBooks Direct (US by Company ID)”. By selecting the first option, all references to a customer will be exported by Customer Name, selecting the second option will be by Customer ID. Therefore if you reference a customer in QuickBooks by their Customer ID then you should select the “QuickBooks Direct (US by Company ID)” option. The same setting will apply to your Suppliers.



(Figure 1)

For the QBFC Version, select version 13.0 and make sure the QuickBooks Runtime Library file that you download includes the file 'QBFC13\_0Installer.exe'.

## Configure Integration Settings

The direct link to QuickBooks offers many unique settings that provide an expanded method of integrating your invoices and purchase orders.

### Enhanced GL Accounts (*Optional – Contact Technical Support to unlock this feature*)

This option expands the account listing based on either your Contract Templates or your Model Class / Model Number list (only applies to Invoices).

- **Contract Templates:** Revenue, COGS and Asset account is created for each Contract Template in your database. Invoices that are linked to a Service Contract will export to these accounts. Revenue accounts for your defined service expenses are also created and used for Service Billing invoices attached to a Service Contract.
- **Model Class / Model Number:** Revenue, COGS and Asset account is created for each Model Class / Model Number definition in your database. Invoices that are attached to a Service Equipment will export to these accounts. For Period Billing invoices, the defined accessory amount will be applied to the corresponding Model Class / Model Number of the Service Equipment. The base rate, zone charge and all Other Charges will be applied to the primary Service Equipment's Model Class / Model Number. Revenue accounts for your defined service expenses are also created and used for Service Billing invoices attached to a Service Contract.

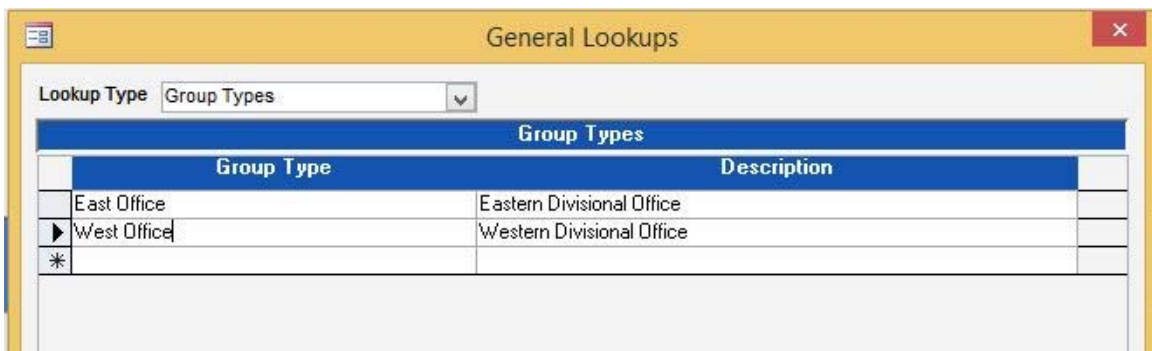
This option will also require a corresponding item in QuickBooks to be used on invoices. See more information on defining items below.

For invoices that are not attached to a Service Contract (or Service Equipment) the regular category accounts will be used. A revenue account is created for each Labor Rate and Travel Rate that exists in your data. These accounts are used for tracking labor and travel charges from Service Billing invoices.

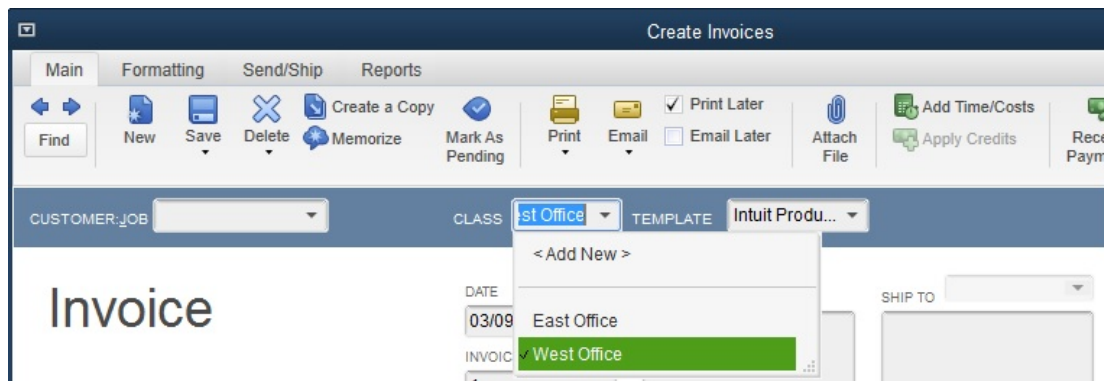
**QB Class:** This option will allow users to add the QB Class to the invoices being sent to QuickBooks from Miracle Service.



The Group Types must be configured in the 'General Lookups' area of Miracle Service Administration. The Group Type must match the Class defined in QuickBooks.



When creating an invoice in Miracle Service, set the Group type to the QB Class as needed. When the invoice is exported, it will update the QuickBooks Class field on the invoice to the Group Type field that is set on the invoice in Miracle Service.



**Update Expense Cost:** Indicates if the cost relating to a service expense on a Service Billing should be applied to an 'Expense' account via a Journal Entry transaction. If this option is selected, users must define an Accounts Payable Vendor to offset the Journal Entry. To define the vendor for these transactions go to 'Item Preferences' and add the name to 'Accounts Payable Vendor'.





## Setup and Map Accounts in Miracle Service

Select the “Accounts” option from the “Export Menu” screen and map your accounts (Figure 2) accordingly. The relationship of the Miracle Service Account Names/Numbers to your QuickBooks Chart of Accounts must be configured in Miracle Service.

Account Listing		
Accounting Package: General		
Type	Account	Account Number/Name
-	Accounts Payable	Accounts Payable
-	Accounts Receivable	Accounts Receivable
-	Expense	Expense
-	Labor Revenue	Labor Revenue
-	Other Revenue	Sales Discounts
-	Period Billing Revenue	Contract Revenue
-	Suspense	Miscellaneous
-	Travel Revenue	Travel Revenue
Asset	Computers	
Asset	Copiers	
Asset	Developer	
Asset	Drums	
Asset	Fax	
Asset	Other Equipment	

(Figure 2)

If you are using Account Numbers, you only need to enter the number of the account. Since Account Numbers are unique for each account, the importer does not need to resolve the sub-account relationships.

**NOTE: As more Inventory Categories are added to Miracle Service, new Asset, Revenue and COGS accounts will be added to Miracle Service. These need to be populated with valid related QB accounts.**

If you are not using Account Numbers and you have sub-accounts; sub-accounts can be configured in the Miracle Service Account Names/Numbers column by preceding the sub-account with the main account and a colon. In the following example ‘Sales’ is the main account and ‘Toner’ is the sub-account. Sales Toner account number = Sales:Toner. There are no spaces between the colon.

The integration process will not automatically create the chart of accounts so it is critical that the accounts exist in QuickBooks. The following table details the specific account information with the proper account types.

Miracle Service Account and Type	QuickBooks Account Type
Accounts Receivable	Accounts Receivable
Period Billing Revenue	Income
Labor Revenue	Income
Travel Revenue	Income
Other Revenue	Other Income
Expense	Expense
Category Revenue accounts	Income

In the Account Set-up there are a number of fields that are not used. All of the Tax Paid lines are not used in this QuickBooks integration routine. These can be set to "Logging".

The Tax Paid accounts are only used for Taxes paid on Purchase Orders. If you do not pay taxes on the items you purchase you can make these all a common account. For taxes paid on a Purchase Order, these are considered a "Cost of Goods Sold". See Tax set-up below for see how this account can be set-up.

The Tax Collected accounts are for taxes collected on Invoices. Tax Codes in Miracle Service should match Sales Tax Items in the Item list in QuickBooks. The Sales Tax Item Name from QuickBooks should be entered in to each Tax Collected account in the Account listing in Miracle Service. See Figure 3 below.

Type	Account	Account
Revenue (Labor)	Overtime	Labor Revenue
Revenue (Labor)	Revenue (Labor): Overtime	Labor Revenue
Revenue (Labor)	Revenue (Labor): STANDARD	Labor Revenue
Revenue (Labor)	Revenue (Labor): Weekend/Holiday	Labor Revenue
Revenue (Labor)	STANDARD	Labor Revenue
Revenue (Labor)	Weekend/Holiday	Labor Revenue
Revenue (Service Expense)	Accommodations	Expense
Revenue (Service Expense)	Equipment Charge	Expense
Revenue (Service Expense)	Mileage	Expense
Revenue (Travel)	Overtime	Travel Revenue
Revenue (Travel)	Revenue (Travel): Overtime	Travel Revenue
Revenue (Travel)	Revenue (Travel): STANDARD	Travel Revenue
Revenue (Travel)	Revenue (Travel): Weekend/Holiday	Travel Revenue
Revenue (Travel)	STANDARD	Travel Revenue
Revenue (Travel)	Weekend/Holiday	Travel Revenue
Tax	Tax Collected: County	County
Tax	Tax Collected: EX	EX
Tax	Tax Collected: State	State
Tax	Tax Paid: County	Logging
Tax	Tax Paid: EX	Logging
Tax	Tax Paid: State	Logging

(Figure 3)

Type	Account	Account Number/Name
Revenue	Parts	Parts Revenue
Revenue	Parts-Misc	Miscellaneous Parts Revenue
Revenue	Rollers	Rollers Revenue
Revenue	Supplies	Supplies Revenue
Revenue	Supplies-Misc	Miscellaneous Supplies Revenue
Revenue	Toner	Toner Revenue
Revenue (Labor)	Overtime	Labor Revenue
Revenue (Labor)	Revenue (Labor): Overtime	Labor Revenue
Revenue (Labor)	Revenue (Labor): STANDARD	Labor Revenue
Revenue (Labor)	Revenue (Labor): Weekend/Holiday	Labor Revenue
Revenue (Labor)	STANDARD	Labor Revenue
Revenue (Labor)	Weekend/Holiday	Labor Revenue
Revenue (Service Expense)	Accomodations	Expense
Revenue (Service Expense)	Equipment Charge	Expense
Revenue (Service Expense)	Mileage	Expense
Revenue (Travel)	Overtime	Travel Revenue
Revenue (Travel)	Revenue (Travel): Overtime	Travel Revenue
Revenue (Travel)	Revenue (Travel): STANDARD	Travel Revenue
Revenue (Travel)	Revenue (Travel): Weekend/Holiday	Travel Revenue
Revenue (Travel)	STANDARD	Travel Revenue
Revenue (Travel)	Weekend/Holiday	Travel Revenue
Tax	Tax Collected: County	County

(Figure 4)

There are specialized 'Expense' accounts settings that can be used to allocate expenses claimed on Contract Work to a different G/L account than non-contract expense activity. This allows users a greater level of financial information if desired. In most cases, these expense accounts should be linked to the same expense accounts used for non-contract charges. See Figure 4.

## Define your QuickBooks Item listing in Miracle Service

The new automated integration requires each line detail on the Invoice or Purchase Order to be defined as an Item in QuickBooks. The Miracle Service integrated functions will use the following default items for Invoices and Purchase Orders where applicable. The customized "Item Name" and "Description" (Figure 5) fields will be automatically created in your QuickBooks Item List and appear on your QuickBooks Invoice (Figure 6 and Figure 7) or Purchase Order after exporting. You should modify these names to suit your business needs.

Item Type	Item Name	Item Description
Accounting Package: QuickBooks Direct (US by Company Name)		
Accounts Payable Vendor	Accounts Payable Vendor	Accounts Payable Vendor
Contract Billing	Maintenance	Contract Billing
Discount for PO	Discount for PO	Discount for PO
Labor	Labor	Labor
Labor (Overtime)	Overtime	Labor Revenue for Overtime
Labor (STANDARD)	STANDARD	Labor Revenue for STANDARD
Labor (Weekend/Holiday)	Weekend/Holiday	Labor Revenue for Weekend/Holiday
Other Charge for PO	Other Charge for PO	Other Charge for PO
OtherCharge	OtherCharge	OtherCharge
Subtotal	Subtotal	Subtotal
Tax Calculated on Invoice	Tax Calculated on Invoice	Tax Calculated on Invoice
Text Invoice Item	Text Invoice Item	Text Invoice Item
Travel	Travel	Travel
Travel (Overtime)	Overtime	Travel Revenue for Overtime
Travel (STANDARD)	STANDARD	Travel Revenue for STANDARD
Travel (Weekend/Holiday)	Weekend/Holiday	Travel Revenue for Weekend/Holiday

(Figure 5)



CUSTOMER:     TEMPLATE:

## Invoice

DATE: 05/13/2015    INVOICE #: 150513-0002

BILL TO: Accounts Payable, ABC Company, 100 Main Street, 9 to 5, Albuquerque, AS 48220 US

SHIP TO: ABC Company, 100 Main Street, 9 to 5, Accounts Payable, Albuquerque, AS 48220 US

PO. NUMBER:    TERMS: Net 30    REP: CH    SHIP: 05/13/2015    VIA:    F.O.B.:

QUANTITY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT	TAX
1	Text Invoice Item	Installation Service	1,000.00		1,000.00 Tax
1	Text Invoice Item	Training	250.00		250.00 Tax
	OtherCharge	Administration Fee	25.00		25.00 Non
	Subtotal	Subtotal			1,275.00
	County	County 6.00%	6.0%		75.00
	State	State 8.00%	100.00		100.00

ONLINE PAY:     TAX:  (0.0%)    0.00

TOTAL: 1,450.00

PAYMENTS APPLIED: 0.00

BALANCE DUE: 1,450.00

MEMO:     CUSTOMER TAX CODE:

(Figure 6 – Text invoice exported from Miracle Service for a taxable customer)

CUSTOMER:     TEMPLATE:

## Invoice

DATE: 05/13/2015    INVOICE #: 150513-0001

BILL TO: Accounts Payable, ABC Company, 100 Main Street, 9 to 5, Albuquerque, AS 48220 US

SHIP TO: ABC Company, 100 Main Street, 9 to 5, Accounts Payable, Albuquerque, AS 48220 US

PO. NUMBER:    TERMS: Net 30    REP: CH    SHIP: 05/13/2015    VIA:    F.O.B.:

QUANTITY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT	TAX
2	3654118	Roller SGM4 Comp	300.00		600.00 Tax
	OtherCharge	Freight	50.00		50.00 Tax
	Subtotal	Subtotal			650.00
	County	County 6.00%	6.0%		39.00
	State	State 8.00%	52.00		52.00

ONLINE PAY:     TAX:  (0.0%)    0.00

TOTAL: 741.00

PAYMENTS APPLIED: 0.00

BALANCE DUE: 741.00

MEMO:     CUSTOMER TAX CODE:

(Figure 7 - POS invoice with an Other Charge for a taxable customer)

**Note:** *Since we handle the variations of tax using the “Tax on Invoice” method, the “Tax” box (located at the bottom of the QuickBooks invoice) will always show “Tax calculated on invoices”. You are able to modify this name (see Figure 4), however we will use this name to fill in this box on all invoices as recommended by QuickBooks.*

The integration process is designed to be as automatic as possible; therefore if the configured Items do not exist in your Item List in QuickBooks they will be automatically created with pre-defined list types and list accounts. The following table details the specific item information with the proper list types and list accounts.

Miracle Service Item Type	QB Item List Type	QB Item List Account
Subtotal	Subtotal	
Tax Calculated on Invoice	Sales Tax Item	Sales Tax Payable
Contract Billing	Service	MS account name/number for 'Period Billing Revenue'
Labor	Service	MS account name/number for 'Labor Revenue'
Travel	Service	MS account name/number for 'Travel Revenue'
Text Invoice Item	Non-Inventory Part	MS account name/number for 'Other Revenue'
OtherCharge	Other Charge	MS account name/number for 'Other Revenue'
Discount for PO	Other Charge	MS account name/number for 'Other Revenue'
Other Charge for PO	Other Charge	MS account name/number for 'Expense'

Aside from the required items listed above, each inventory item listed on a Miracle Service Invoice or Purchase Order will be created in QuickBooks if it does not already exist. The following table details the item settings.

Miracle Service Item Type	QB Item List Type	QB Item List Account
Parts on Miracle Service Invoices	Inventory Part	MS account name/number for Revenue of item category

## Configure Taxes

The ‘Tax on an Invoice’ transaction will appear as a line item on the QuickBooks invoice, therefore the tax codes from Miracle Service must be configured as Sales Tax Items in QuickBooks. The tax Items are specific to a customer’s Tax Group only. Tax Categories linked to a Miracle Service inventory item are not considered in the export.

In order to successfully export taxes, a customer’s Tax Group must contain at least one Tax Code in Miracle Service. Also, the Tax Code must specify the Tax Agency that collects the taxes in the ‘Payable to’ field. This Tax Agency must be set-up as a vendor in QuickBooks before you can export any invoices. The Vendor name in QuickBooks must match exactly the name entered in the ‘Payable’ to field in Miracle Service.

When exporting a Purchase Order, the Miracle Service Account Name/Number assigned to the “Tax Paid:” account for the Tax Code will be created as an Item in QuickBooks.

The following table details the item settings.

Miracle Service Item Type	QB Item List Type	QB Item List Account
Customer's Tax Group	Sales Tax Group	
Tax Codes (linked to Tax Group)	Sales Tax Item	Sales Tax Payable
Tax Paid: Tax Code	Other Charge	Cost of Goods Sold

The QuickBooks Sales Tax Code list should be configured as follows:

CODE	DESCRIPTION
Tax	Taxable Sales
Non	Non-Taxable Sales

Sales Tax Code

(maximum 3 characters)

Description

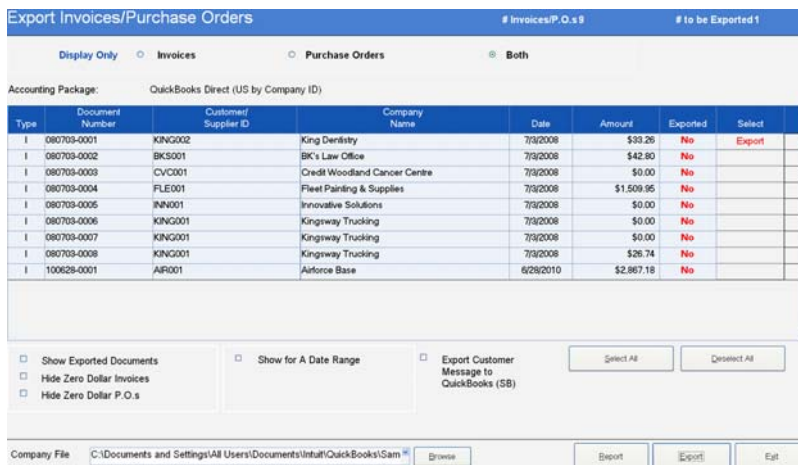
- Taxable
- Non-Taxable

All Customers in Quickbooks should be set to 'Tax' (even tax exempt customers).

## Establish a Connection to your QuickBooks Company File

A connection to your QuickBooks company file is made each time you select to export your data such as Customers, Suppliers, Inventory, Invoices and Purchase Orders. To export Invoice transactions, select the "Documents" option from the "Export Menu" screen.

After selecting one or more records to export, you will notice a few more QuickBooks specific form controls that appear. You will have the option of selecting or browsing to the path of your QuickBooks company file. Once you have done this select the "Export" button to initiate the export process. During the export process Miracle Service will update the status bar to give the user an indication of what is being processed at the current time. For instance, you might see an invoice number and a number indicating how many requests have been processed over the total number of items you selected to be exported.



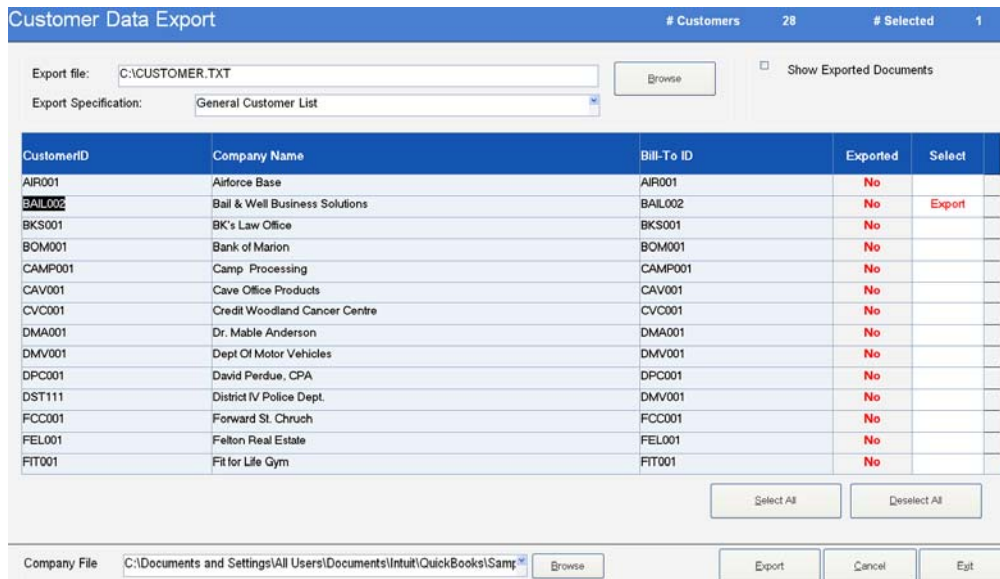
(Figure 8)

**Notes:**

When exporting Service Invoices, click the ‘Export Customer Message to Quickbooks (SB)’ (see Figure 8) and the following information from the Service Invoice will be sent to Quickbooks:

- The task information (task number, service date, requester) will be added to the customer message box (service billing invoice).
- The work completed information will be added to the memo field (service billing invoice).
- The contact name will be added to the billing address field (all invoices)

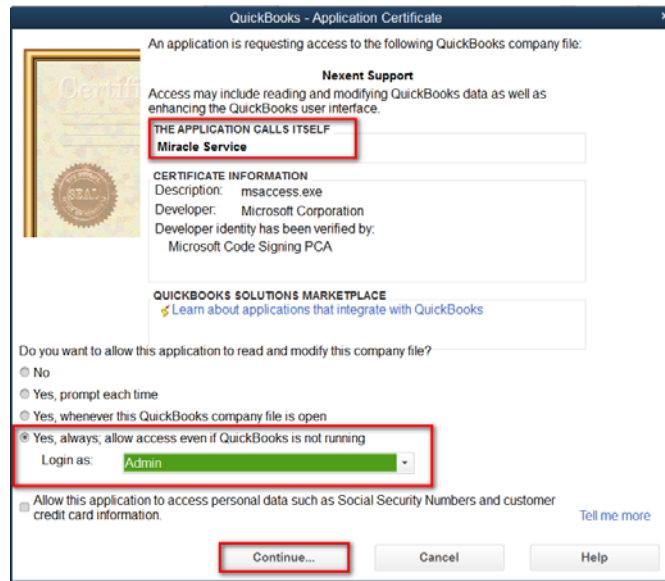
When you are exporting Customers and Suppliers the “Export Specification” field, on the individual export forms, is ignored. As described earlier in this document it is the “Accounting Package” option from the “Export File Setup” form that is used. Notice in Figure 9 that “General Customer List” is selected.



(Figure 9)

## QuickBooks Configuration

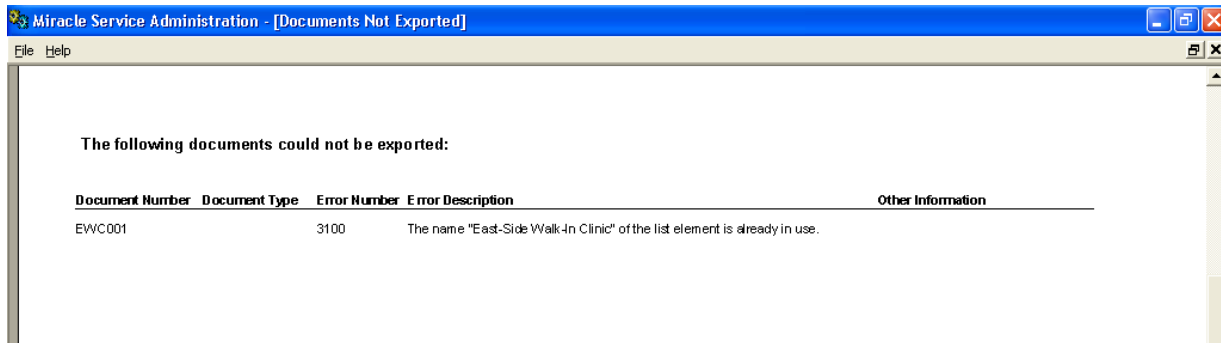
Upon the first time that you initiate the export process it is critical to define Miracle Service as an approved Integrated Application with your QuickBooks company file. You must be logged into QuickBooks with an administrator level privilege. Once your export request is initiated a QuickBooks form will appear prompting you for authorization. From this screen, select “Always grant permission to this application” and ‘Allow this application to login automatically’. We recommend selecting the Admin user for this. Once the permission is granted you should see a “Miracle Service” entry appear in the QuickBooks\Edit\Preferences screen as follows. (Figure 10).



(Figure 10)

## Error Reporting

If an error occurs during the export process, a report (Figure 11) will be generated with the document number, error code and error description that is returned from QuickBooks.



(Figure 11)

**IMPORTANT:** If errors occur, it is important to review the **Log file** created at the time of exporting. Errors displayed on screen will not contain enough information to properly diagnose any issues. The log will have much more detail. This file will assist users in diagnosing any problems in setup and configuration and can also be emailed to the Support Team for further investigation. The Log files are stored in the \MiracleDB\Logs folder on the server and will be formatted like QBDirectxxxx.txt and are created for each export action performed.

**Special consideration:** Service Billing Invoices will export the Work Performed information to the Invoice 'Memo' field. Miracle Service allows for a very large amount of data to be entered into Work Performed, however the Quickbooks Memo field will only accommodate 4000 characters so it is important that the Work Performed field not exceed this limit. If more than 4000 characters are added to the Work Performed field, then an 'Automation' error will occur during export and the process will fail.



## Enable Tracing

Miracle Service has level tracing capabilities that will log error details and warning information. This feature is intended to help troubleshoot any issues that may occur when exporting to QuickBooks. To activate this feature select the Log Level "Trace detailed debug information" from "Administration > Options Path Information" screen (Figure 12).

The screenshot shows a dialog box titled "Path Information" with a "Nexent Support Team" header. It contains two main sections: "Backend Database" and "Logging".

- Backend Database:** Path: \\SUPPORT-2014\MiracleDB\_TEST\NexentSupport\_QB.mdb
- Logging:** Path: \\SUPPORT-2014\MiracleDB\_TEST\Logs; Log Level: Trace detailed debug information (selected in a dropdown menu)

An "OK" button is located at the bottom center of the dialog.

(Figure 12a – for MSAccess Database)

The screenshot shows a dialog box titled "Path Information" with a "Nexent Support Team" header. It contains two main sections: "Backend Database" and "Logging".

- Backend Database:** Server Name: SERVERNAME\SQLEXPRESS, 1433; Database: MiracleService
- Logging:** Path: \\SERVERNAME\MiracleDB\Logs; Log Level: Trace detailed debug information (selected in a dropdown menu)

An "OK" button is located at the bottom center of the dialog.

(Figure 12b – for SQL Database)

## Summary

Once the set-up is properly completed, the following items will be created automatically in QuickBooks if they do not exist at the time of the export:

*Item*

*Account*

*Customer*

*Vendor*

*Sales tax codes*

*Payment terms*

*Sales person*

*Customer type*

*Vendor type*

This will only occur if the set-up is configured correctly.

### **Related Notes:**

N/A