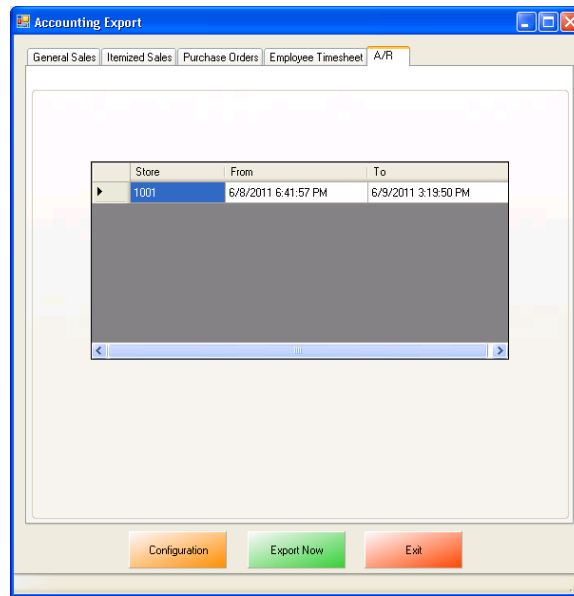


CRE/RPE - QuickBooks AR (Accounts Receivable) Export Guide



CRE/RPE now exports sales data and other information directly to QuickBooks, making it easier to keep track of all of your company's information.

- The **AR (Accounts Receivable) Export** will export all of your A/R (accounts Receivable) data to QuickBooks.

If you are using Windows 7 please see the [Windows 7 Additional Configuration](#) section of this document.

Currently pcAmerica integrates with QuickBooks 2007 through 2016* with the following US editions:

- Pro
- Premiere
- Enterprise** Is supported in QuickBooks 2016 and newer **

TABLE OF CONTENTS

REVISION HISTORY	3
BEFORE YOU BEGIN - QUICKBOOKS INTEGRATION CONFIGURATION	4
AR EXPORT – ACCOUNT & ITEM INFORMATION	7
CRE/RPE - QUICKBOOKS INTEGRATION SETUP	8
AR (ACCOUNTS RECEIVABLE) EXPORT	11
AR (ACCOUNTS RECEIVABLE) EXPORT - EXPORTDATES CONFIGURATION	13
AR (ACCOUNTS RECEIVABLE) EXPORT - FINAL CONFIGURATION	14
MISC TAB	15
WINDOWS 7 ADDITIONAL CONFIGURATION	16
WINDOWS 7 ADDITIONAL CONFIGURATION - CREATING A STANDARD USER AND DISABLING UAC	17
WINDOWS 7 ADDITIONAL CONFIGURATION - ASSIGNING THE CORRECT CRE.NET FOLDER PERMISSIONS	20
TROUBLESHOOTING QUICKBOOKS INTEGRATION	23


Important Notes:

- QuickBooks **2012** requires 12.**60300** or above
- QuickBooks **2013** requires 12.**60483** or above
- QuickBooks **2014** requires 12.**60540** or above
- QuickBooks **2015** requires 12.**60550** or above
- QuickBooks **2016** requires 12.**70140** or above
- QuickBooks **2017** requires 12.**8003** or above
- QuickBooks **2018** requires 12.**8030** or above
- As of Quickbooks 2018, a password is **required** for the company file.

Revision History

Document Version	Date	Author	Description of Changes
12	Aug 25, 2017	MP	Updated the format of the document.
13	January 5, 2018	MP	Added support for QB 2018

Before You Begin - QuickBooks Integration Configuration

	<p>Open your installed version of QuickBooks. Create your company file (follow the steps of the interview).</p>
--	---

Some configuration must be done in QuickBooks so that the data gets sent over correctly.

- [QuickBooks Integration Setup – Tax Rates](#)
- [QuickBooks Integration Setup – Preferences](#)
- [QuickBooks Integration Setup – Discount Item](#)
- [QuickBooks Integration Setup – Local Sales Tax Item](#)
- [QuickBooks Integration Setup – Opening Bal Equity Account](#)
- [QuickBooks Integration Setup – Account & Item Information](#)

Before beginning the integration process tax rates must be setup both in CRE/RPE and QuickBooks, and the rates must match. For more information on creating tax rates in CRE/RPE please see the document titled tax rates located at:

- <http://faq.pcamerica.com>

QuickBooks Integration Setup – Tax Rates

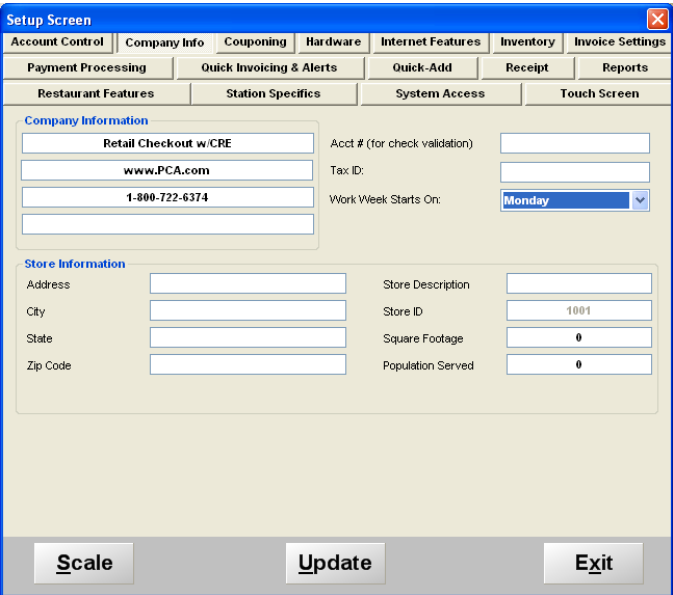
Before beginning the integration process tax rates must be setup both in CRE/RPE and QuickBooks, and the rates must match.

In QuickBooks you will need to create Sales Tax Items for EACH tax rate that exists in CRE. If there are no tax rates configured in CRE/RPE a tax rate must still be created for the export to work..

QuickBooks Integration Setup – Preferences

Before beginning the integration process some preferences have to be set.

- In QuickBooks make sure that Inventory and purchase orders are active is checked.
Note: You will only need to do this if you are using QuickBooks to track inventory and purchase orders.
- In QuickBooks make sure that **Time Format** is set to **Minutes (10:12)**.
- In QuickBooks make sure that **Time Tracking** is set to **Yes**.
- In QuickBooks make sure that the **First Day of Work Week** matches what is setup in the setup screen of CRE/RPE under **Work Week Starts On**



The screenshot shows the 'Setup Screen' window with a blue title bar and a close button. The window is divided into several tabs: Account Control, Company Info, Couponing, Hardware, Internet Features, Inventory, Invoice Settings, Payment Processing, Quick Invoicing & Alerts, Quick-Add, Receipt, Reports, Restaurant Features, Station Specifics, System Access, and Touch Screen. The 'Company Information' section is active and contains the following fields:

Retail Checkout w/CRE	Acct # (for check validation)	
www.PCA.com	Tax ID:	
1-800-722-6374	Work Week Starts On:	Monday

The 'Store Information' section contains the following fields:

Address	Store Description	
City	Store ID	1001
State	Square Footage	0
Zip Code	Population Served	0

At the bottom of the window, there are three buttons: Scale, Update, and Exit.

QuickBooks Integration Setup – Discount Item

In QuickBooks there must be an item that accounts for all of the discounts in CRE/RPE.

QuickBooks Integration Setup – Local Sales Tax Item

In QuickBooks there must be an item that accounts for all of the Local Sales Tax in CRE/RPE.

Note: This item **MUST** be named Local Sales Tax.

QuickBooks Integration Setup – Opening Bal Equity Account

In QuickBooks there must be an account that is setup for the opening balance equity.

Note: The Account Name **MUST** be Opening Bal Equity, this account must also be an Equity account.

QuickBooks Integration Setup – Account & Item Information

The following links will show the information that can be exported from CRE/RPE to QuickBooks depending on Export Type:

- [AR Export – Account & Item Information](#)

AR Export – Account & Item Information

The following is a List of sales information types that CRE can export for the AR Export. Accounts will need to be created in QuickBooks to send the appropriate data to:

Before creating any accounts please consult with your accountant or tax professional.

- **AR - A/R**
- **AR - Deposit**

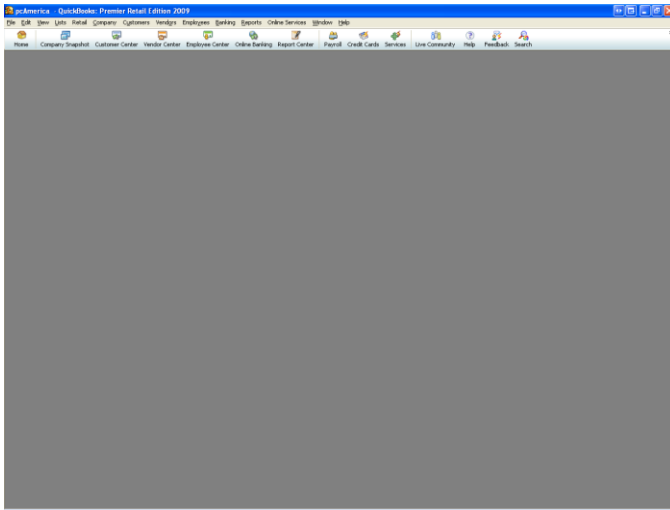
The following is a List of Payment Items that need to be created in the QuickBooks Item List for **Accounts Receivable Export**:

Cash
Check
Debit Card
Visa
Master
Amex
Discover
Other Credit Cards
On Account
Food Stamp
Gift Cards
Secondary Currency

Store Credit - This item will be used to create store credits for an on-account customer.

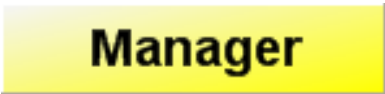
Note: pcAmerica does not support the account setup in QuickBooks. Unless you are an avid user of QuickBooks it is recommended that you have an accountant create this account.

CRE/RPE - QuickBooks Integration Setup



After QuickBooks has opened close all of the open windows inside of it so it looks like this (pictured left).

At this point in time we will need to open CRE/RPE so that we can start the integration process.



Manager



Options

- Open **CRE/RPE**.
- Select the **Manager** or **Options** button.
- Enter the administrator password (default: admin) where applicable.
- Select **Tools** then, **QuickBooks Sales Pass**.



QuickBooks Integration Error

This computer is missing a required component to connect with Quickbooks. Please close down CRE and then download and install [QBFC12_0Installer.exe] from this location

http://download2.pcamerica.com/QB/Installer/QBFC12_0Installer.exe

Ok

- If you receive a message (pictured left) then click the link to begin downloading the required component.
- Select Ok.
- **You MUST install the download file if prompted before beginning the integration.**



Open File - Security Warning

Do you want to run this file?



Name: QBFC12_0Installer.exe
Publisher: **Intuit, Inc.**
Type: Application
From: C:\Documents and Settings\rholdridge\Desktop

Run

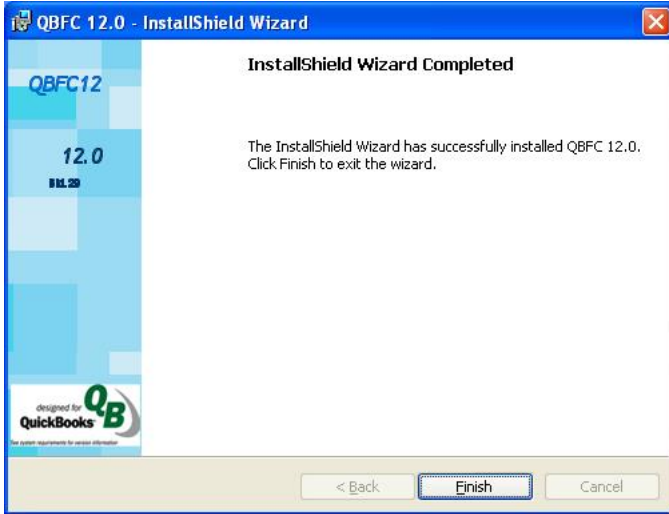
Cancel

Always ask before opening this file

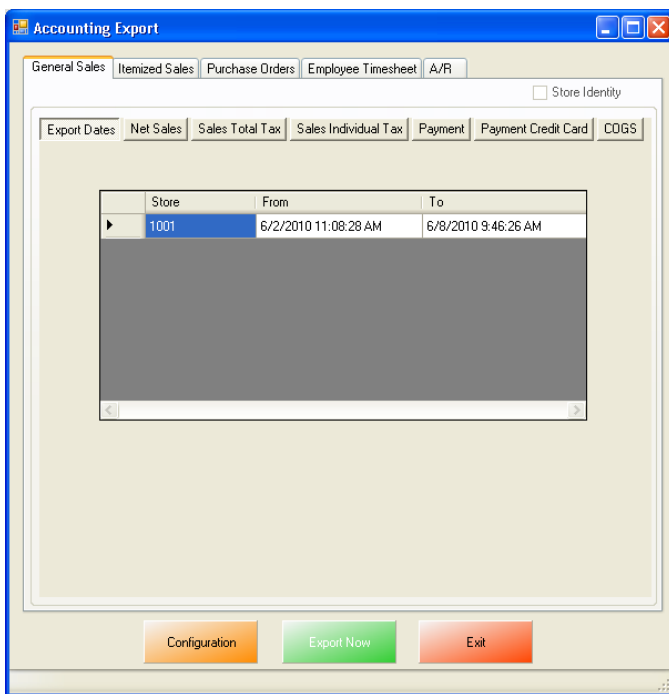


While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. [What's the risk?](#)

- If you are prompted to run the application, select Run.

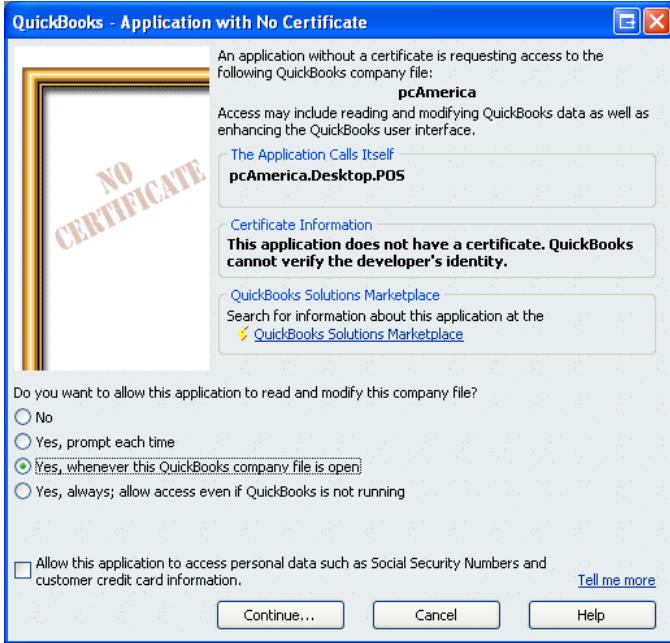


- When the installer has finished Select Finish on this screen.



- At the **Accounting Export** page select the **Configuration** button.

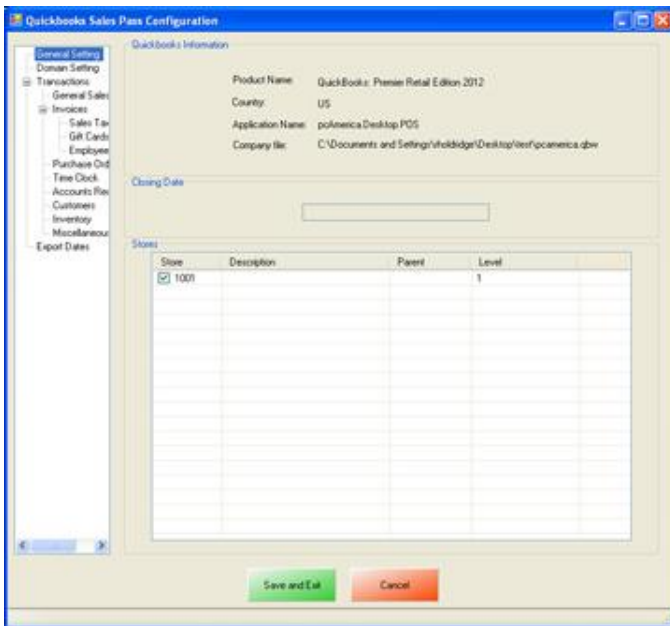
Note: You may receive some errors when trying to view the next screen, just select **Ok** to all of them. This is a onetime occurrence due to the integration not being completed. After selecting the correct company file these error message should not appear again.



After selecting the Configuration button you may be prompted to go back into QuickBooks and select how and when CRE/RPE will be allowed to access the company file.

Note: As a recommendation you may want to select the option to only allow the Company file to be accessed only when QuickBooks is open (for added security).

- Select **Continue**.
- Then select **Yes** that you want to allow access.
- Select **Done** to the **Access Confirmation** window.
- Switch back to CRE/RPE.



- Select the **General** tab.
- Under **Store** select the store(s) you would like to be enabled for the export.

- The **AR (Accounts Receivable) Export** will export all of your A/R (accounts Receivable) data to QuickBooks.

AR (Accounts Receivable) Export

To perform an AR (Accounts Receivable) Export:

1. The accounts that have been setup must be selected in CRE/RPE.
(see: [AR \(Accounts Receivable\) Export - Account Selection](#))
2. The timeframe for the export must be specified.
(see: [AR \(Accounts Receivable\) Export - ExportDates Configuration](#))
3. The information to be exported must be specified.
(see: [AR \(Accounts Receivable\) Export - Final Configuration](#))

Other Information:

The [Misc](#) tab will allow you to clear the information in the CRE/RPE Database, which can be helpful when no information is being exported to a new company file.

AR (Accounts Receivable) Export - Account Selection

The screenshot shows the 'Quickbooks Sales Pass Configuration' window. The left sidebar lists various settings categories, with 'Account Receivable' selected. The main window is divided into several sections:

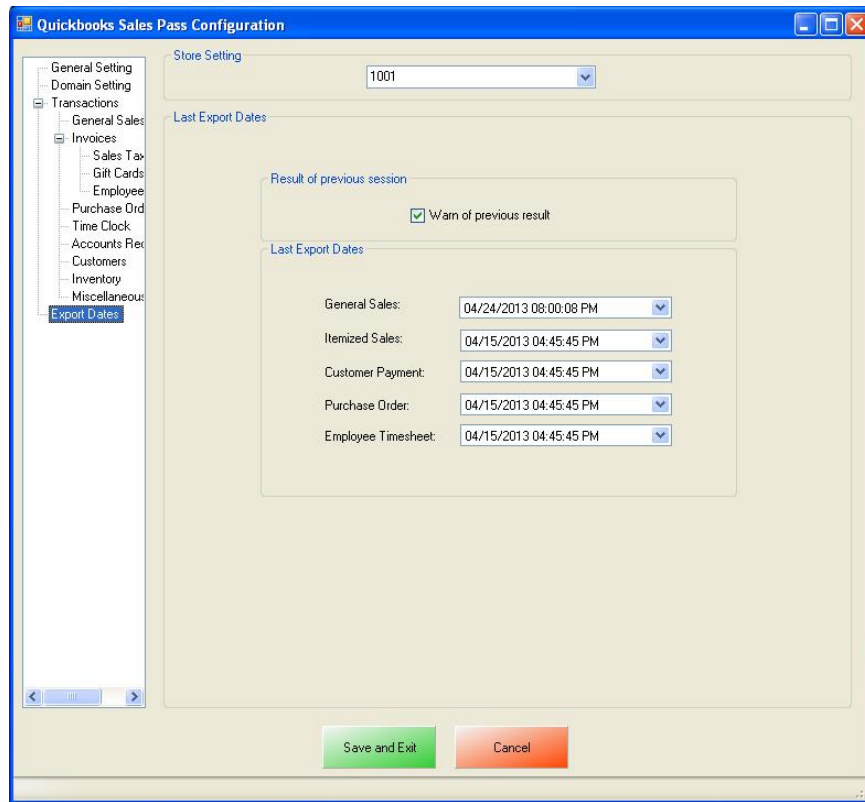
- Store Setting:** A dropdown menu showing '1001'.
- Account Receivable:** A section with an 'Enable' checkbox checked. Below it are two rows of dropdown menus for 'A/R:' and 'Deposit:'. The 'A/R:' dropdown is set to 'AR - A/R' and the 'Deposit:' dropdown is set to 'AR - Deposit'. To the right of each dropdown is a checkbox labeled 'Use the accounts in Invoice instead', both of which are currently unchecked.
- Payment method mapping:** A table with two columns: 'CRE' and 'Quickbooks'. Each row represents a payment method with a dropdown menu for the 'Quickbooks' column.

CRE	Quickbooks	CRE	Quickbooks
Cash:	Cash	Visa:	Visa
Check:	Check	Master:	MasterCard
Debit card:	Debit Card	Discover:	Discover
Gift card:	Gift Card	Amex:	American Express
EBT:	EBT	Other credit card:	Cash
- Store Credit:** A section with a text prompt: 'A selected item below will be used to create Store Credit for On-Account customer:'. Below this is a dropdown menu for 'Item:' set to 'Store Credit' and a note '(Other charge/Service item)'.

At the bottom of the window are two buttons: 'Save and Exit' (green) and 'Cancel' (orange).

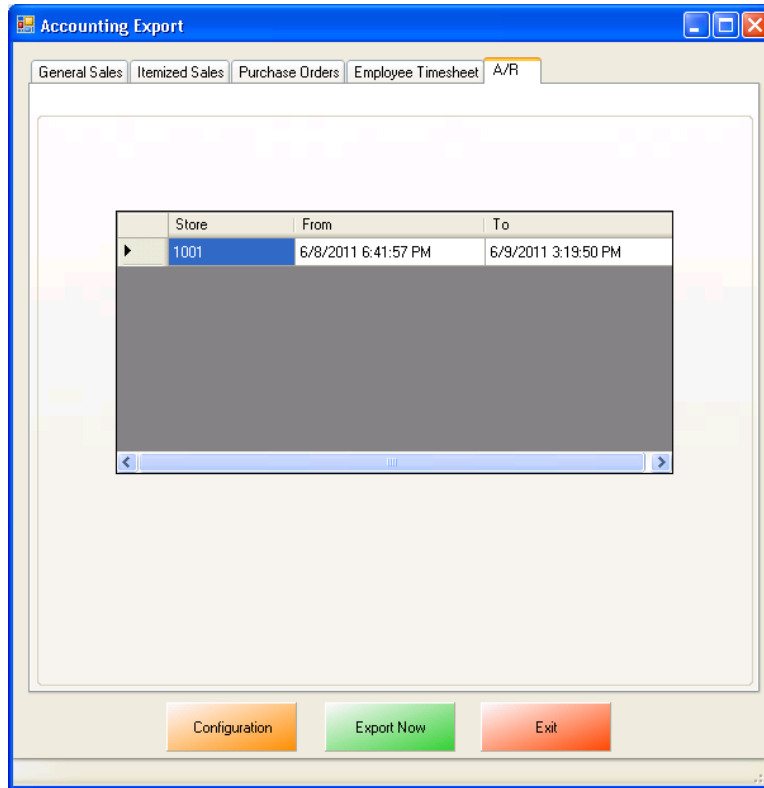
- Select **AR** on the left.
- On the top under **Store Setting** select your store id (e.g. **1001**).
- Under the **Account Receivable** section we will need to do the following:
 - Select **Enable** to send the Account Receivable information to QuickBooks.
 - Use the dropdown to select the accounts you would like the specific information posted to, for the **A/R** and **Deposit** information.
- Under the **Payment method mapping** section we will need to do the following:
 - Use the dropdowns to select each corresponding payment method you would like to export the information to.
- Under the **Store Credit** section we will need to do the following:
 - Use the dropdown to select the item to create Store Credits for On-Account Customers.

AR (Accounts Receivable) Export - ExportDates Configuration



- Select **ExportDates** on the left.
- On the top under **Store Setting** select your store id (e.g. **1001**).
- Under the **Result of previous session** section make sure that **Warn of previous result** is checked. This will let you know whether or not the previous session (export) has completed without an error, regardless of data that was exported.
- Under the **Last Export Dates** section we will need to select the date to being the export from for the following:
 - **Customer Payment**
- Select **Save and Exit**.

AR (Accounts Receivable) Export - Final Configuration



- Select the **AR** tab.
- Verify that the date range is correct.
- Select **Export Now** this will send the AR information to QuickBooks.

Note: This date and time range can be edited by double clicking the date/time field under the From or To columns.

Misc Tab

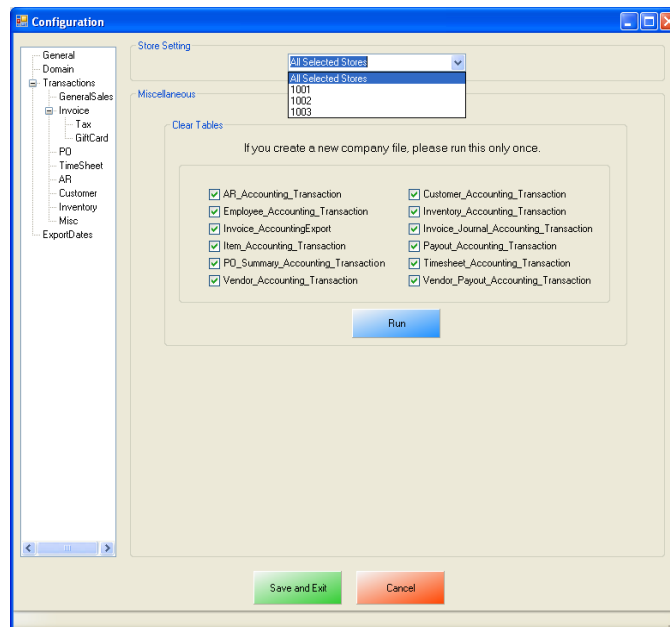
When an export has been performed, information gets put into the database in order to prevent duplicate data from being exported.

The **Misc** tab is used to clear the export information from the CRE/RPE database for a few reasons, some of which may include:

- If a test export has been performed (usually happens when an export to test the integration has been performed).
- If a new company file is being used (usually happens when old company file gets lost).

Either of the above scenarios will require the following be done in QuickBooks:

- A new QB company file or different accounts in the existing company file **MUST** be used, if this is not done the data will be duplicated rendering the existing company file useless.



- Select the **Misc** tab.
- On the top under **Store Setting** select either All Selected Stores (which will clear the information for all the stores) or, select your store id (e.g. **1001**) – which will clear the information for each store that is selected.
- Check the types of accounting information to be cleared.
- Select **Run**.


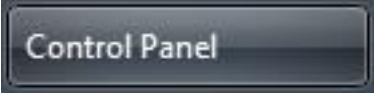
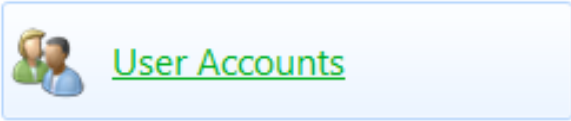
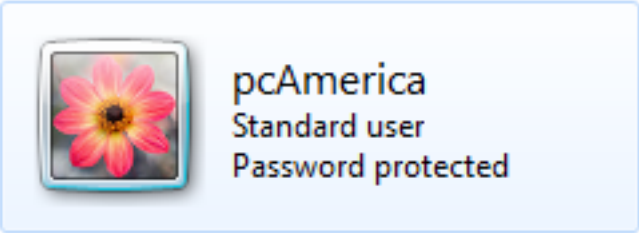
Windows 7 Additional Configuration

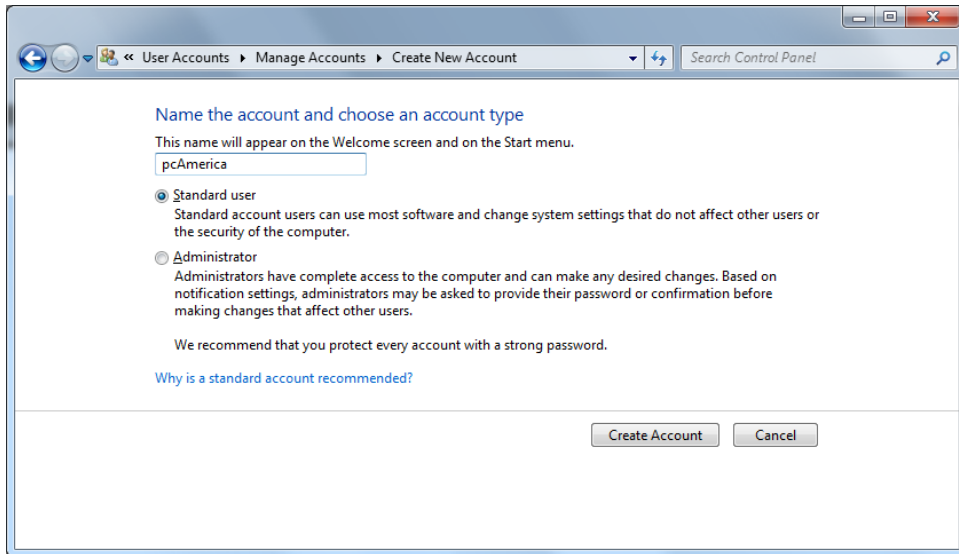
If you are using Windows 7 some additional configuration is required:

- Accounts must first be created in QuickBooks.
(see: [Windows 7 Additional Configuration - Creating a Standard User and Disabling UAC](#))
- The accounts that have been setup must be selected in CRE/RPE.
(see: [Windows 7 Additional Configuration - Assigning the Correct CRE.NET Folder Permissions](#))

Windows 7 Additional Configuration - Creating a Standard User and Disabling UAC

Before beginning the integration process a standard user must be created in windows 7 for the export to take place. Here we must also disable User Account Control (UAC).

	<ul style="list-style-type: none">• Select Start.
	<ul style="list-style-type: none">• Select Control Panel.
	<ul style="list-style-type: none">• Select User Accounts.
 <p>pcAmerica Standard user Password protected</p>	<ul style="list-style-type: none">• If a standard user account already exists then we can use it to perform the export.
<p>Create a new account</p>	<ul style="list-style-type: none">• If a standard User account does not exist then select Create a new account.




- Enter a username for the account.
- Select **Standard user**.
- Select **Create Account**.

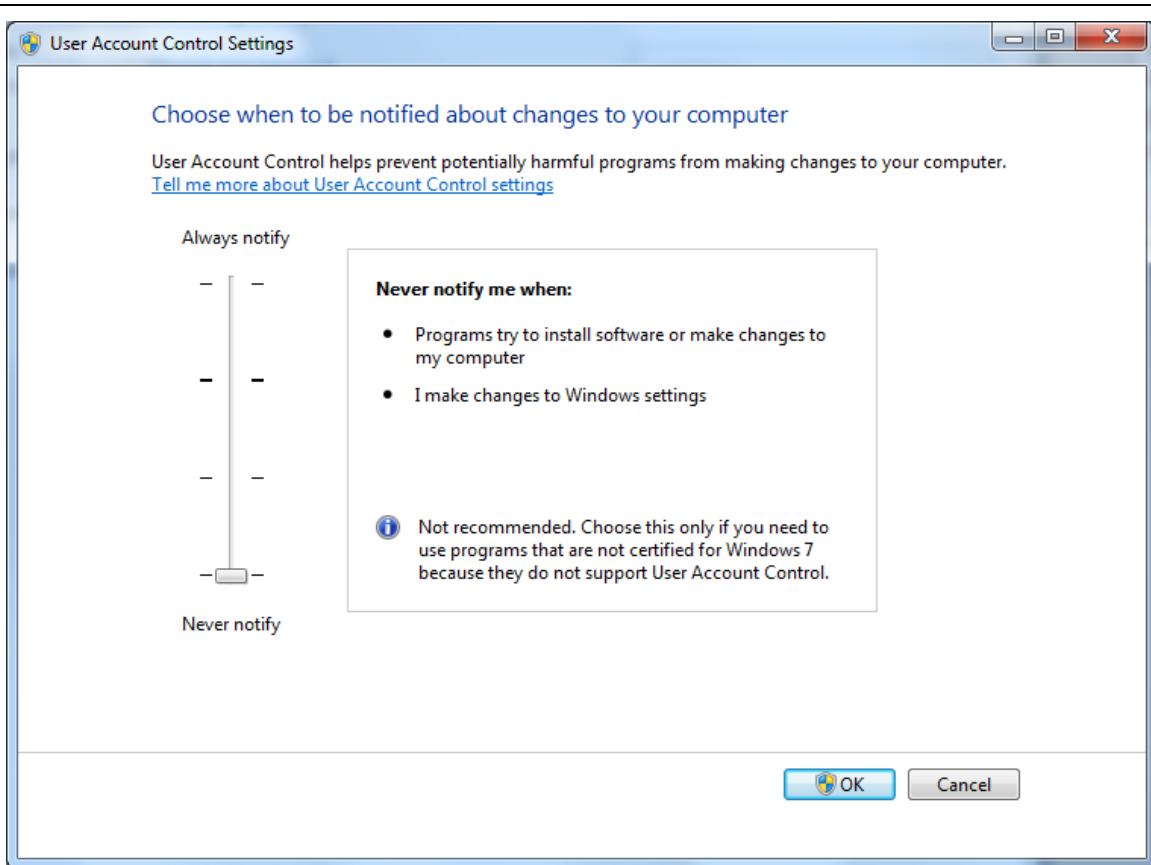
Note: You can add a password for this user for added security.

[Go to the main User Accounts page](#)

- Select **Go to the main User Accounts page**, at the bottom of the window.

 [Change User Account Control settings](#)

- Select **Change User Account Control settings**.

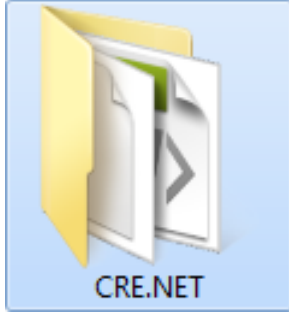


- Move the slider to the bottom so that the selection changes to **Never notify**.
- Select **OK**.

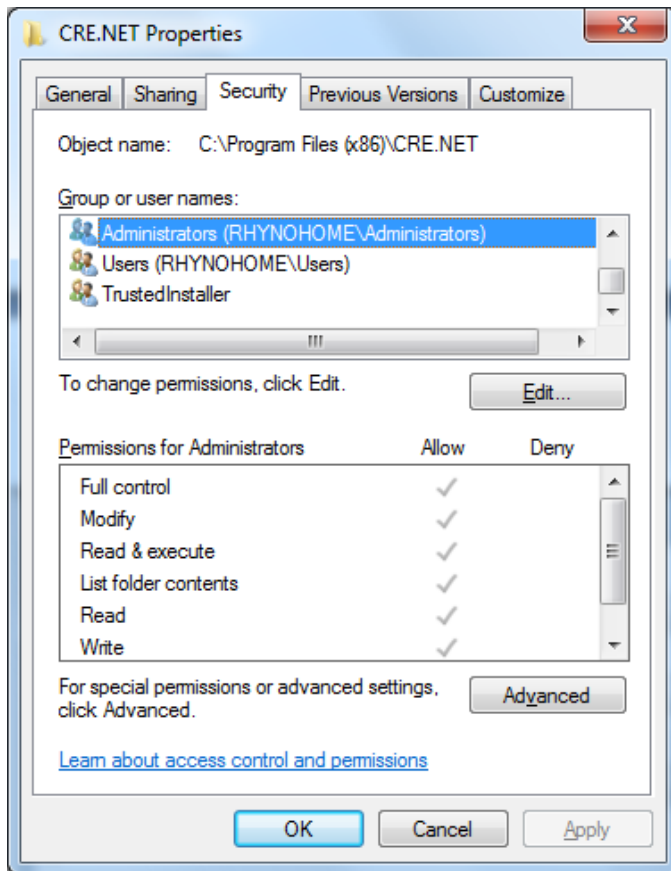
Note: You will need to restart after making any changes to this page.

Windows 7 Additional Configuration - Assigning the Correct CRE.NET Folder Permissions

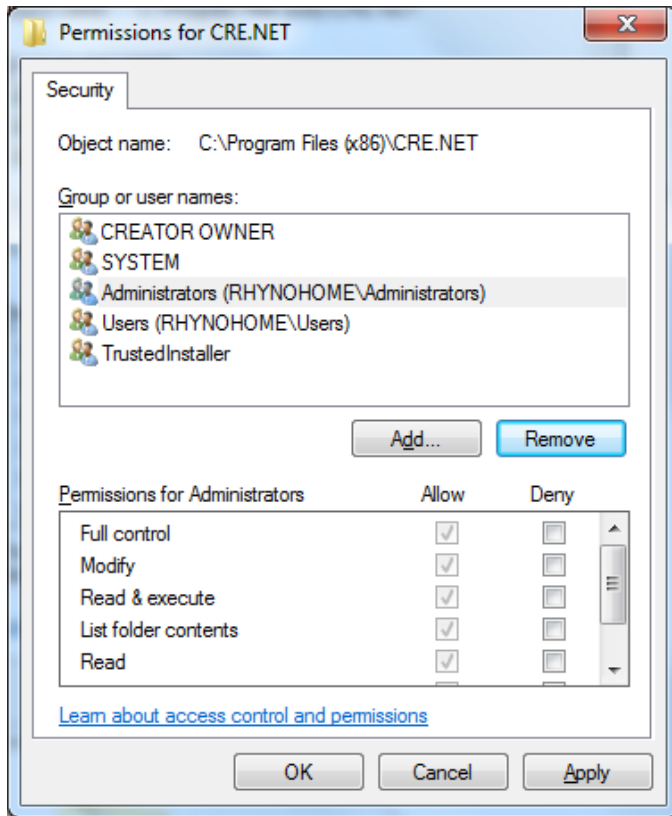
After creating the standard user account we must then add Full Control permissions to the CRE.NET folder for that user. Navigate to the folder C:\Program Files (C:\Program Files(x86) for windows 7 64 bit users).



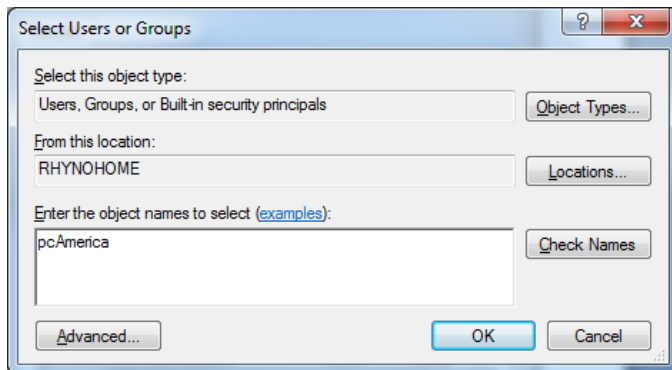
- Right-click the CRE.NET folder, then select **Properties**.



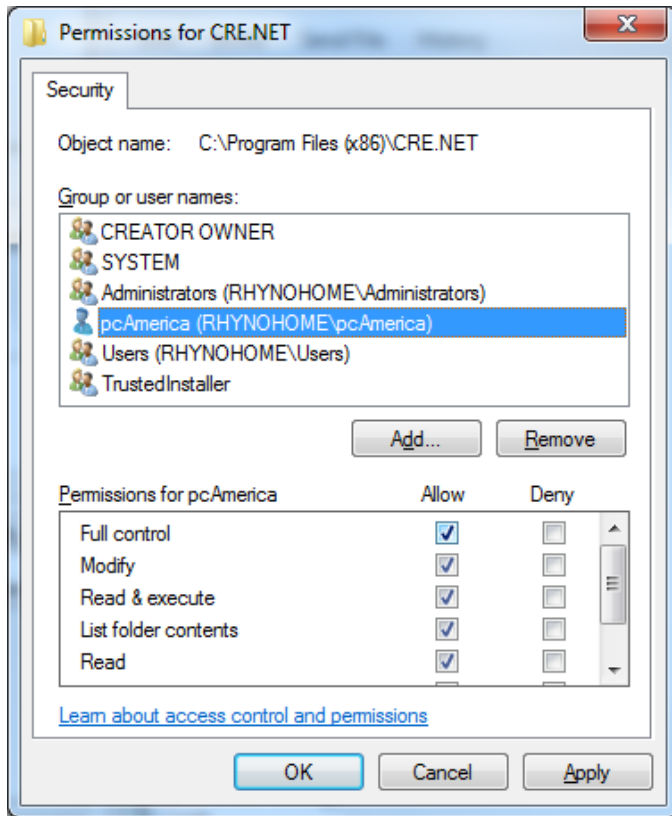
- Select the **Security** tab.
- Select **Edit**, to change permissions for the folder.



- Select **Add...**



- Enter the username of the user that was created in the previous section (in our example **pcAmerica**).
- Select **OK**.



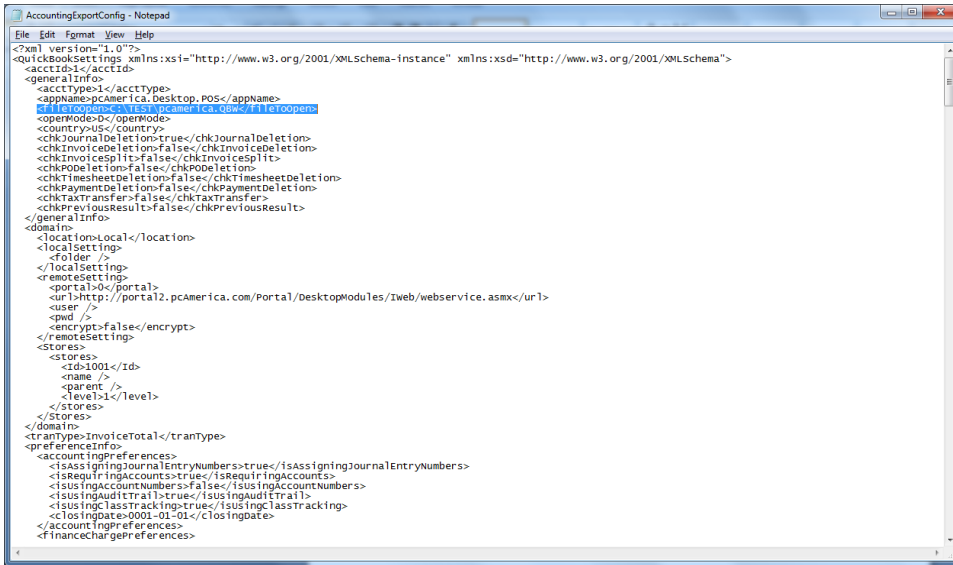
- Select **OK** to the permissions window.
- Select **OK** to the CRE.NET properties window.

Note: You will need to repeat this process to the location where the QuickBooks company file is located.

Troubleshooting QuickBooks Integration

If when trying to select the company file you receive an error message stating "The Company File Is In Use" please follow the steps below:

- Navigate to the folder C:\Program Files\CRE.NET (C:\Program Files(x86)\CRE.NET) for windows 7 64 bit users).
- Right-click the **AccountingExportConfig.xml** file, then select **Edit**.
- We will need to change the line <fileToOpen> to the location of where your company file is saved (for example, <fileToOpen>C:\TEST\pcamerica.QBW</fileToOpen>):



```
AccountingExportConfig - Notepad
File Edit Format View Help
<?xml version="1.0"?>
<QuickBooksSettings xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <acctId>1</acctId>
  <generalInfo>
    <acctType>1</acctType>
    <appName>pcAmerica.Desktop.POS</appName>
    <fileToOpen>C:\TEST\pcamerica.QBW</fileToOpen>
    <operMode>D</operMode>
    <country>US</country>
    <chkJournalDeletion>true</chkJournalDeletion>
    <chkInvoiceDeletion>false</chkInvoiceDeletion>
    <chkInvoiceSplit>false</chkInvoiceSplit>
    <chkPODeletion>false</chkPODeletion>
    <chkTimesheetDeletion>false</chkTimesheetDeletion>
    <chkPaymentDeletion>false</chkPaymentDeletion>
    <chkTaxTransfers>false</chkTaxTransfers>
    <chkPreviousResult>false</chkPreviousResult>
  </generalInfo>
  <domain>
    <locationsLocal>
      <location>
        <localSetting>
          <folder />
        </localSetting>
      </location>
    </locationsLocal>
    <remoteSetting>
      <portal>0</portal>
      <url>http://portal2.pcamerica.com/Portal/DesktopModules/Tweb/webservice.asmx</url>
      <user />
      <pwd />
      <encrypt>false</encrypt>
    </remoteSetting>
    <stores>
      <store>
        <id>1001</id>
        <name />
        <parent />
        <level>1</level>
      </store>
    </stores>
  </domain>
  <trantype>InvoiceTotal</trantype>
  <preferenceInfo>
    <accountingPreferences>
      <isAssigningJournalEntryNumbers>true</isAssigningJournalEntryNumbers>
      <isRequiringAccounts>true</isRequiringAccounts>
      <isUsingAccountNumbers>false</isUsingAccountNumbers>
      <isUsingAuditTrail>true</isUsingAuditTrail>
      <isUsingClassTracking>true</isUsingClassTracking>
      <closingDate>0001-01-01</closingDate>
    </accountingPreferences>
    <financeChargePreferences>

```

- When done select **File**, then select **Save**.

Note: If you are still experiencing issues with the integration please see below:

- Make sure that UAC is turned off.
- Make sure that you are logged in as a standard user.
- Try re-creating the company file under the standard user.