Heartland

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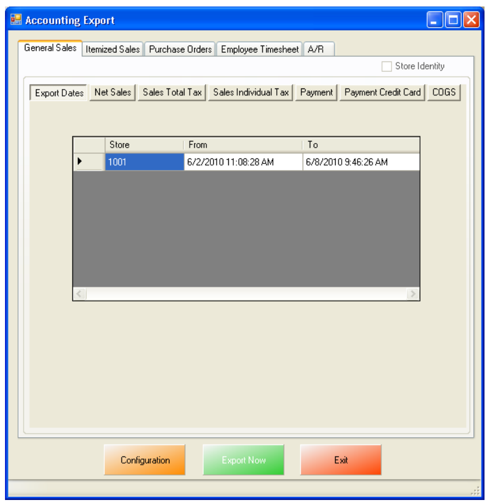
CRE/RPE - QuickBooks Customer Export Guide



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 customer export will send all of your customer information including balances (if applicable) 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 2018* with the following US editions:

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

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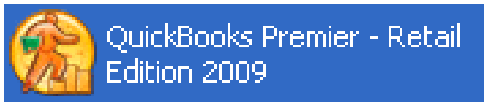
Important Notes:

- 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.

Before You Begin - QuickBooks Integration Configuration

	Open your installed version of QuickBooks. Create your company file (follow the steps of the interview).

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

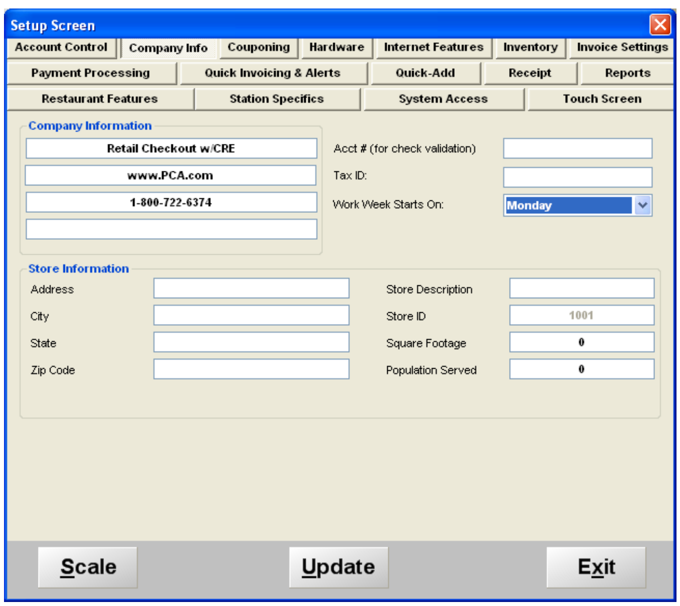
Before beginning the integration process tax rates must be setup both in CRE/RPE and QuickBooks, and the rates must match.

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**



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:

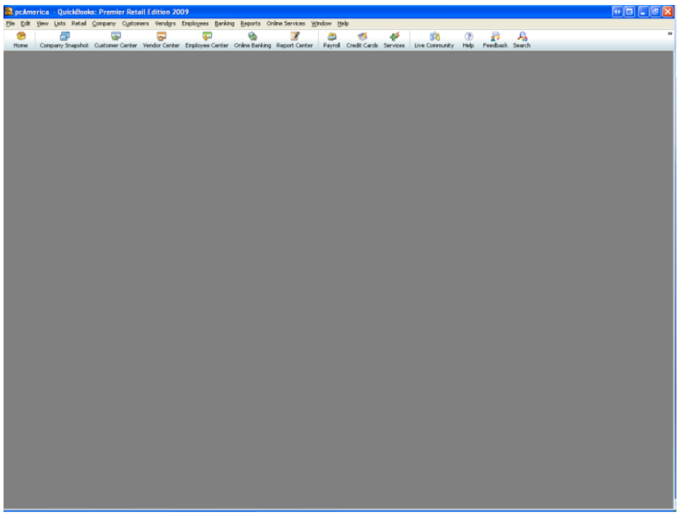
- **Customer Export - Account Information**

Customer Export – Account Information

An account must be created in QuickBooks for the Customer Balance information to be sent to for the **Customer Balance Override - A/R (Accounts Receivable)** information.

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

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

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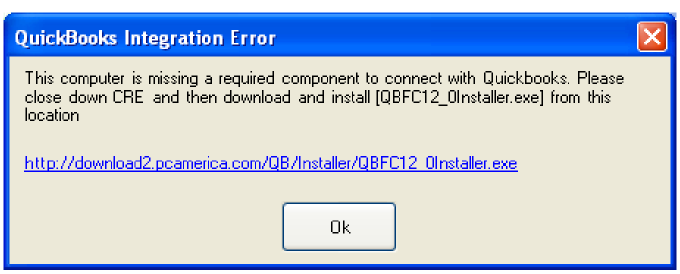
<tr>
<td>
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<td>

- 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.**

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

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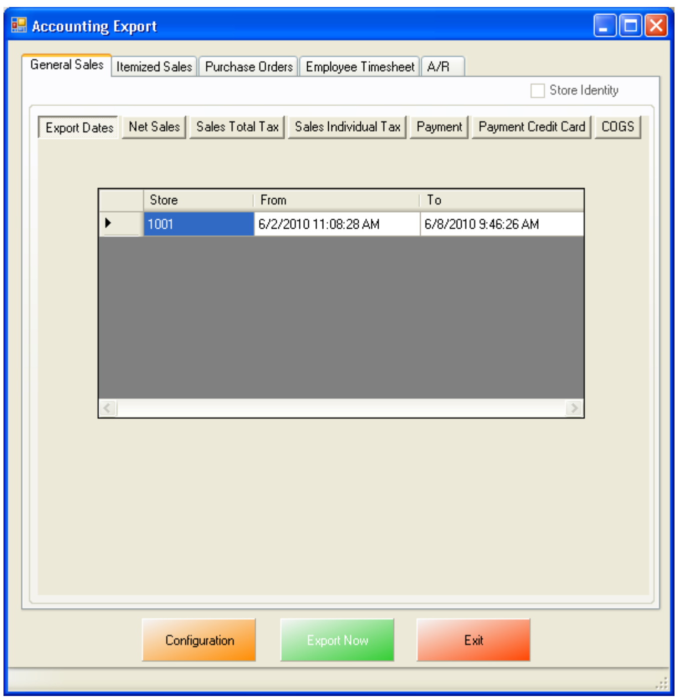
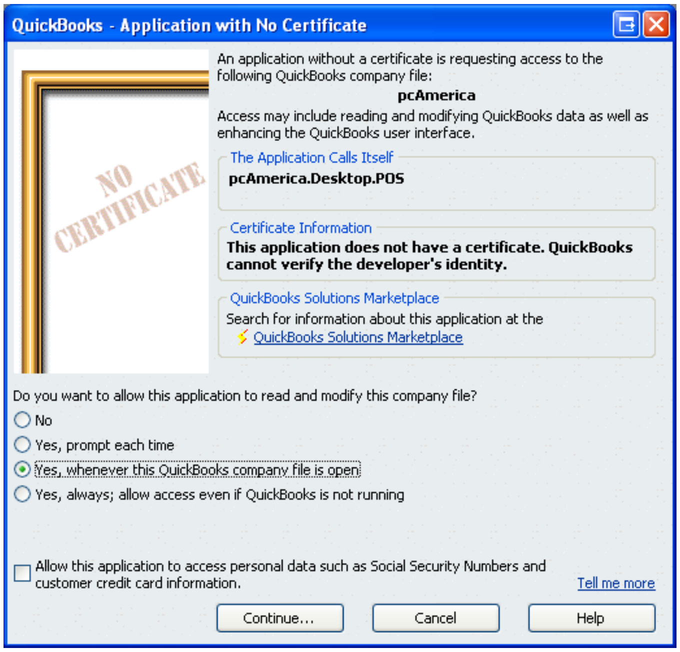
</table>

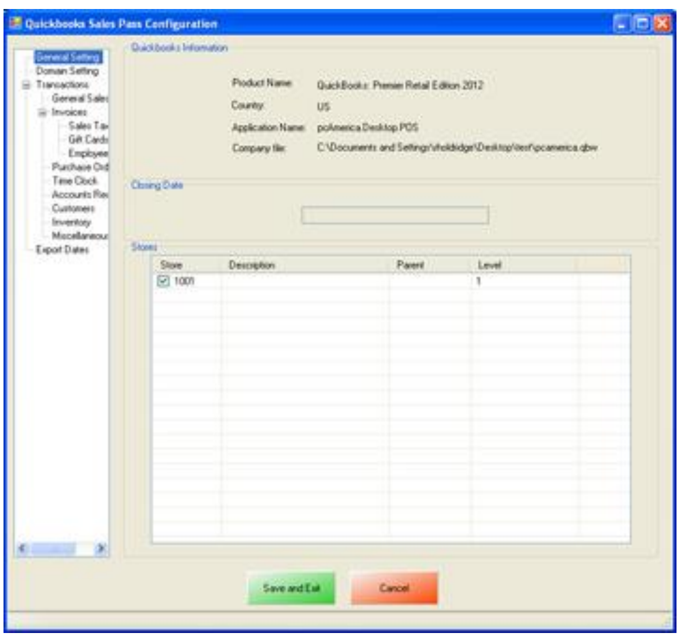
	• When the installer has finished Select Finish on this screen.
	• At the **Accounting Export** page select the **Configuration** button. Note: You may receive some errors when trying to view the next screen, just select **Ok** to all of them. This is a onetime occurrence due to the integration not being 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.

Customer Export

The transactions that have been performed will determine what other exports will be required. In most cases you will need to export the Customer information.

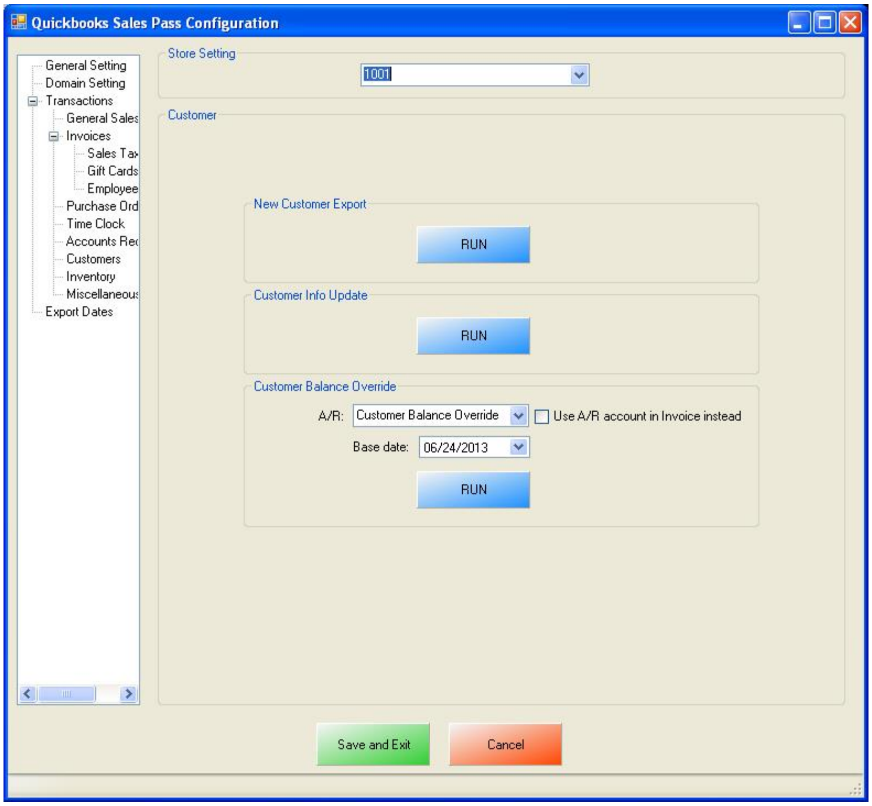
- The Customer account that has been setup must be selected in CRE/RPE.

  (see: **Customer Export - Account Selection and Setup**)

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.

Customer Export - Account Selection and Setup



- Select **Customer** on the left.
- On the top under **Store Setting** select your store id (e.g. **1001**).
- Select **Run** under the **New Customer Info Export** to export your customer information.
- Select **Run** under the **Customer Info Update** to update your customer information.
- Under **Customer Balance Override**:
    - Use the dropdown to select the account to export all the Customer Balance A/R data to.
    - Optionally you can select to use the **A/R Account** setup in the **Invoice Itemized Section** (provided you are doing the Invoice (Itemized) Sales Export).
    - Select the **Base Date** (which is when the information will be exported from).
    - Select **Run** under the **Customer Balance Override** to override your customers account.

    Note: The **Customer Balance Override** should only be run if the balances in CRE/RPE vs. QuickBooks differ.

The information exported can be checked through the Customer Center in QuickBooks.

Misc Tab

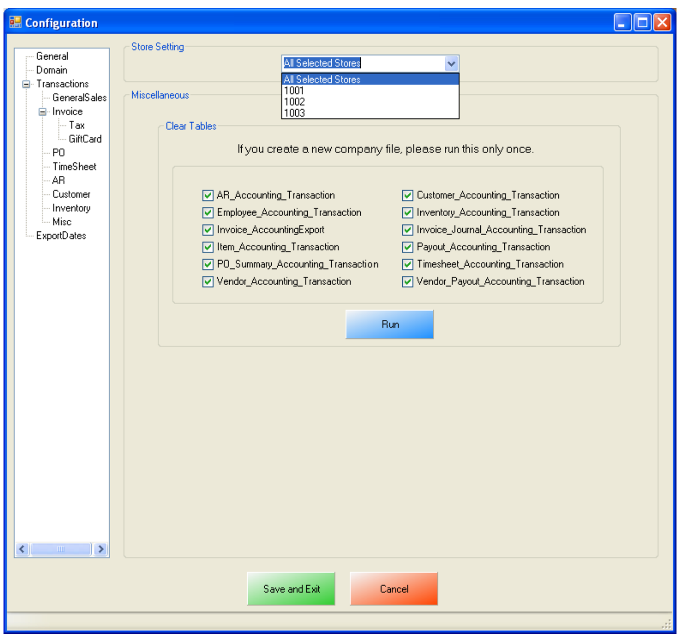
When an export has been performed, information gets put into the database in order to prevent duplicate data from being exported.

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:

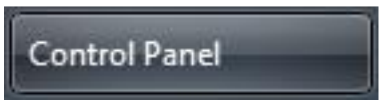
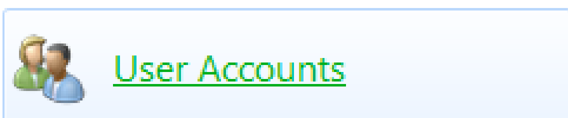
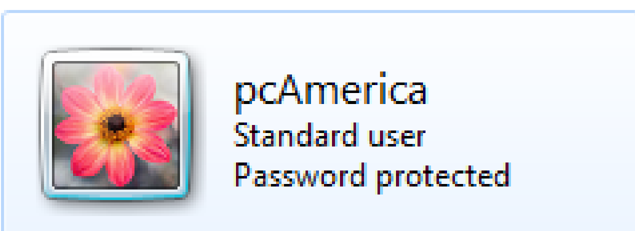
- Accounts must first be created in QuickBooks.

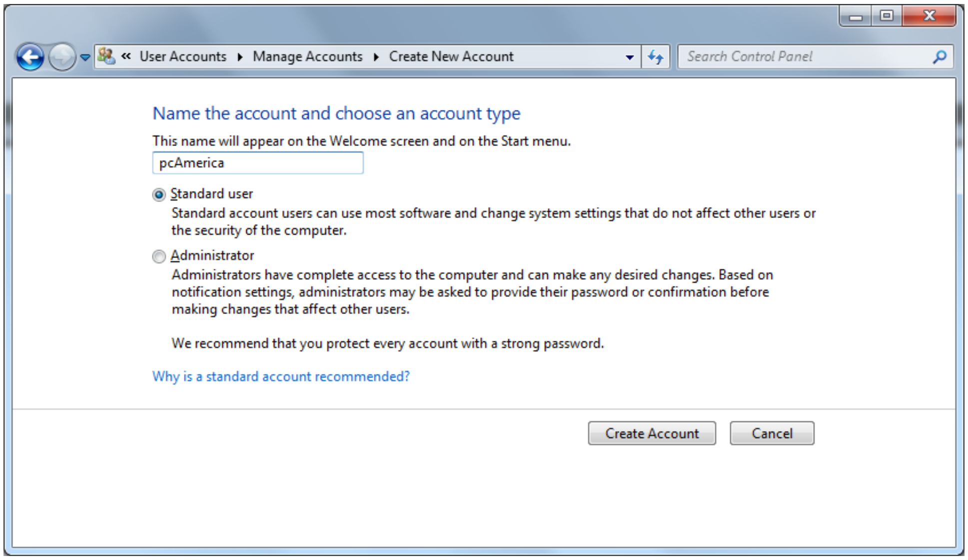
  (see: **Windows 7 Additional Configuration - Creating a Standard User and Disabling UAC**)
- The accounts that have been setup must be selected in CRE/RPE.

  (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).

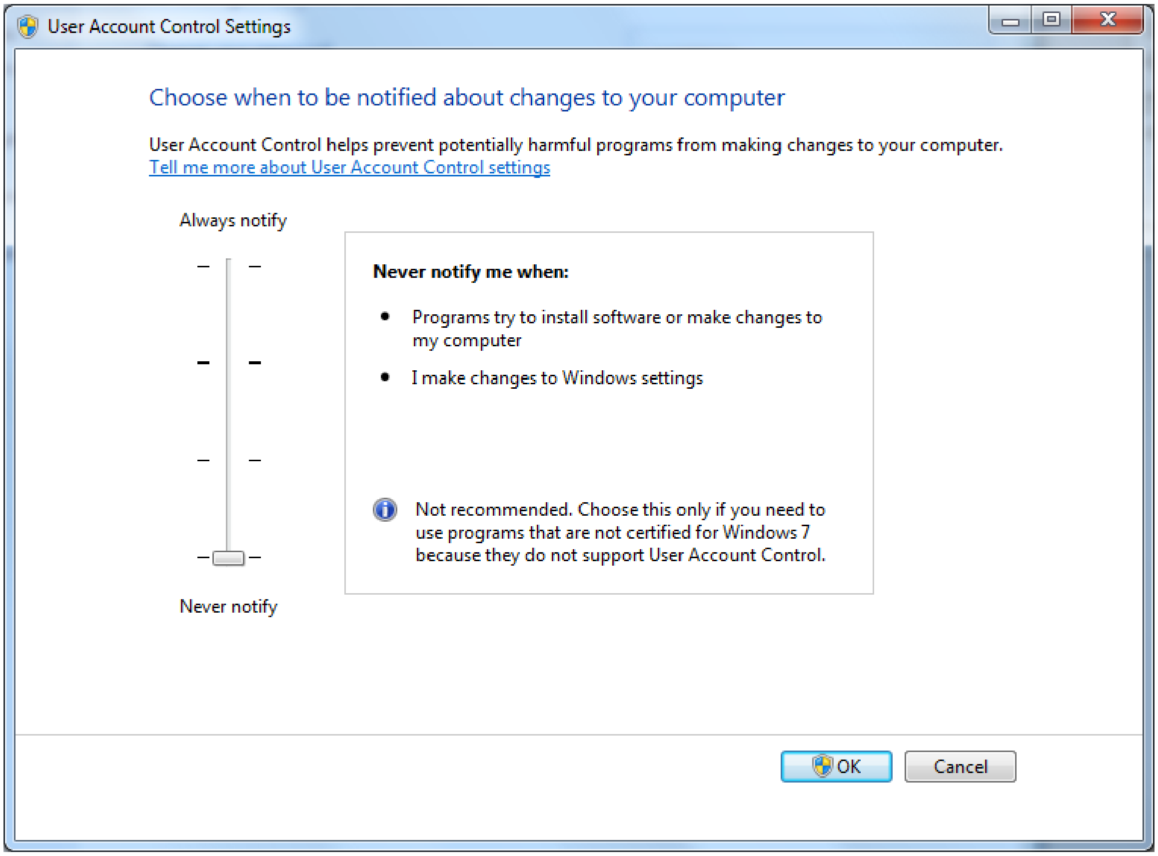
	• Select **Start**.
	• Select **Control Panel**.
	• Select **User Accounts**.
	• If a standard user account already exists then we can use it to perform the export.
	• If a standard User account does not exist then select **Create a new account**.



- 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**.

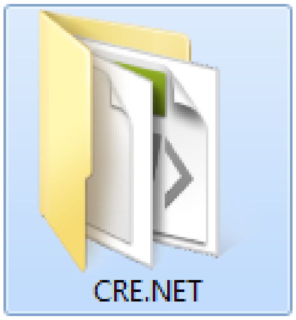


- Move the slider to the bottom so that the selection changes to **Never notify**.
- Select **OK**.

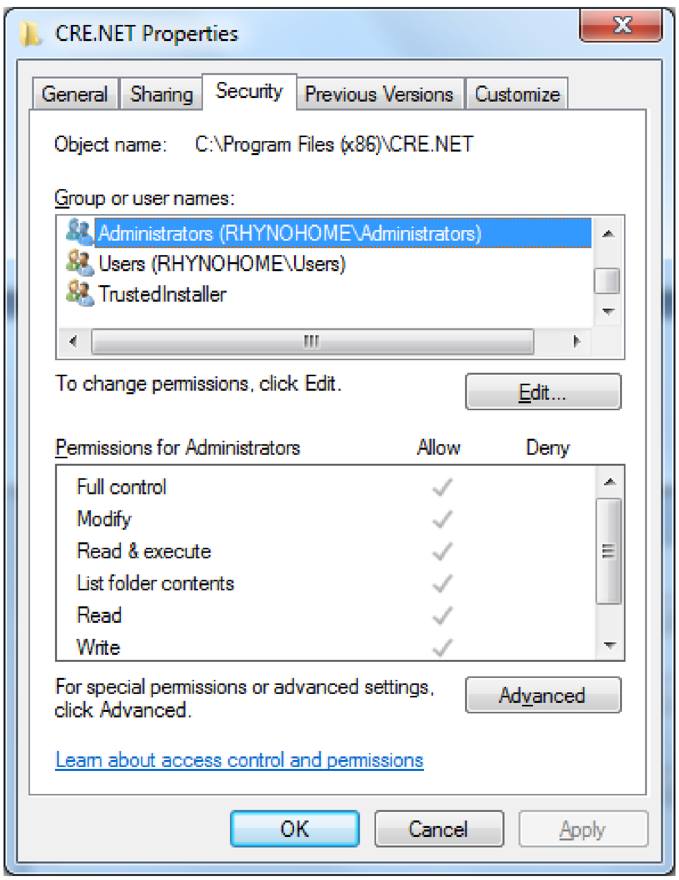
Note: You will need to restart after making any changes to this page.

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.

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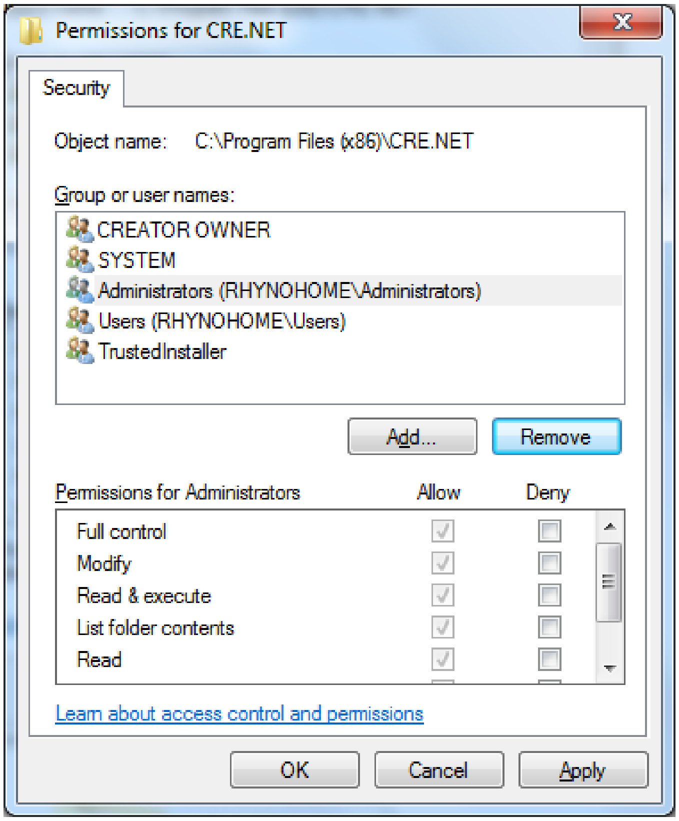
<td>
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- Select **Add...**

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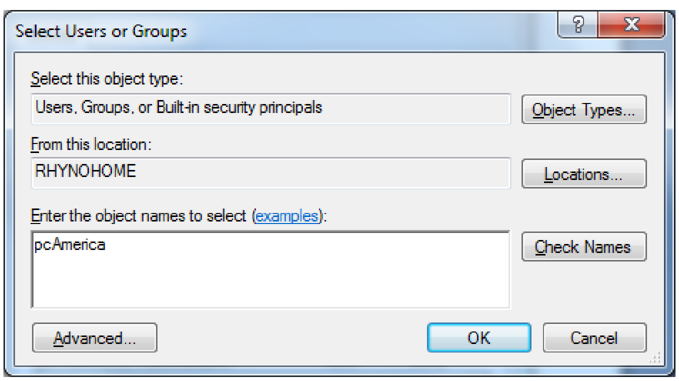
<tr>
<td>
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- Enter the username of the user that was created in the previous section (in our example **pcAmerica**).
- Select **OK**.

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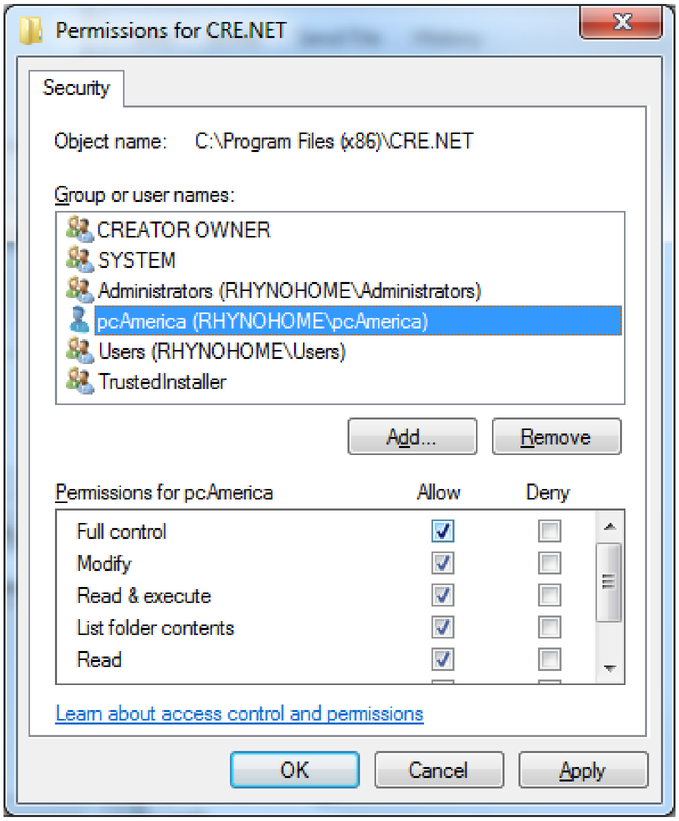
</table>



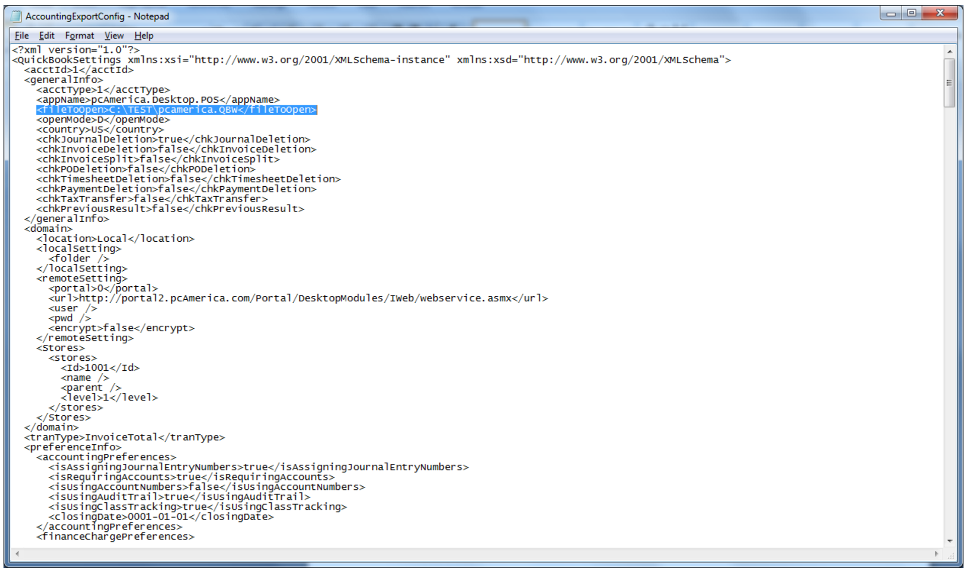
- Select **OK** to the permissions window.
- Select **OK** to the CRE.NET properties window.

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>):




```
<?xml version="1.0"?>
<QuickBookSettings 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>
    <openMode>D</openMode>
    <country>US</country>
    <chkJournalDeletion>true</chkJournalDeletion>
    <chkInvoiceDeletion>false</chkInvoiceDeletion>
    <chkInvoiceSplit>false</chkInvoiceSplit>
    <chkPODeletion>false</chkPODeletion>
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    <chkPreviousResult>false</chkPreviousResult>
  </generalInfo>
  <domain>
    <location>Local</location>
    <localSetting>
      <folder />
    </localSetting>
    <remoteSetting>
      <portal>0</portal>
      <url>http://portal2.pcAmerica.com/Portal/DesktopModules/IWeb/webservice.asmx</url>
      <user />
      <pwd />
      <encrypt>false</encrypt>
    </remoteSetting>
    <Stores>
      <stores>
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        <name />
        <parent />
        <level>1</level>
      </stores>
    </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.