Quick Start Guide For The

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1) Overview

Purpose:

The purpose of the Core² Invoices Solution is to provide organizations with a starting point for their overall FileMaker orders and invoicing needs. The creation of this product is to give experienced users and developers a starting point by which further enhancements can easily be added and to save time integrating FileMaker with QuickBooks (for Windows). The Core² Invoices System was built from the ground up using FileMaker Pro 9. It is our expectation that even a new user to FileMaker will have no problem understanding how to use this product after review of the documentation and videos. Using Core² Invoices as a starting foundation, you can build your own custom solution without having to recreate the "Invoices" wheel. Most aspects of standard invoicing and basic accounting related to invoicing (including payments and aging reports) have been addressed and presented here in one complete package. Using the Invoices file as a starting point you can build additional files in FileMaker to provide your organization with a single complete package. FileMaker is known for its ease of use and ready to expand giving you many options for customization.

Demo vs. Purchased Version

The demo allows you to add up to 20 invoice records and 20 items. FileMaker is not required to open and use the demo as the demo is in a runtime. This enables users who do not yet have FileMaker to demo the solution. The data you create within the demo will not be preserved when you upgrade to a full version of this product.

The purchased version comes to you fully unlocked, completely open and ready for use. FileMaker is required in order to open and use the full purchased version. This product consists of a primary file is called "Core2 Invoices.fp7."

Why I need Invoices in FileMaker if I already have my invoices in QuickBooks?

By now you may already know the answer to this but this is a common question that deserves some attention. There are many good reasons to have your invoices and payments in a database like FileMaker and here are some of the main reasons:

Even the most expensive version of QuickBooks Enterprise can only support up to 20 simultaneous users. FileMaker can support up to 250 users which means that you now have the option of giving ALL your FileMaker users the ability to see important sales and payment information.

The QuickBooks file is generally sensitive in nature. You may want to share invoice info with your staff without exposing the QuickBooks file itself where the payroll and asset accounts live.

In QuickBooks the invoice creation process is manual. All the data entry has to be done by hand. But in FileMaker you could write a script to "auto create" an invoice based on a set of criteria or import line items based on a category. In other words, using FileMaker to create your invoice gives you the ability to FULLY AUTOMATE the invoice creation process based on existing rules and data from FileMaker (requires additional customization). Then it is just a matter of clicking a button to move that invoice to QuickBooks. In fact, with additional customization of the Invoices file you could create a batch of invoices and have them all moved to QuickBooks with a single click of a button.
By having the payment data for a customer in FileMaker, your key staff can view a customer's "open balance" without having to contact accounting.

Having this important accounting information in FileMaker allows you to share that information in many innovative ways. For example you can allow selected parts of this data to be exposed to a customer web portal or your intranet. Or you could create a routine to email periodic aging reports/graphs to your staff for example.

FileMaker Software:
The Invoices Solution comes with FileMaker files built using FileMaker. In order to properly run the file, you will need version 9 of FileMaker or higher for each user. If more than one person is going to use the Invoices file simultaneously, it is strongly recommended that you acquire and install FileMaker Server software and properly "host" the file within your environment. The FileMaker 11 Server software provides you with the ability to serve FileMaker files with up to 999 users, provides automated backups, optimizes the files for use by multiple people with maximum efficiency, and offers other features such as security with Active and Open Directory as well as provides a safe and secure sharing environment.

Your need for assistance is going to be directly related to how much experience you have with FileMaker. Use of the product assumes a basic knowledge of FileMaker. A series of training videos that go over all of the features and functions of Core² Invoices can be viewed at www.core2crm.com. This Quick Start Guide will provide you with some detailed guidance and tips on configuring the Core² Invoices Solution for your organization. This document assumes that you have already installed FileMaker on the computer that will be using this Core² Invoices Solution. In addition Productive Computing provides user and developer training sessions. If you have additional questions about Core² Invoices Solution, would like to have Core² Invoices customized, or schedule a training session, please contact us at sales@core2crm.com.

Note: If you do not own it already, we strongly recommend that you use "FileMaker Advanced" which will give you more options and a better customization experience. With FileMaker Advanced, you have the ability to customize more options in the Invoice file such as tool tips, custom menus. It also comes with a script debugger when you are ready to make your own scripts. Visit http://www.fileMaker.com for more info on this product or contact Productive Computing for a competitive quote when you are ready to purchase at sales@core2crm.com.

2) Installation

Single User (Requires FileMaker Pro software)
Please make sure you properly unzip/unstuff/extract all the files before using.
Then you can open the solution by double clicking the "Core2 Invoices.fp7".

Multiple Users (Requires FileMaker Pro and optional FileMaker Server Software)
If there is going to be more than one person using the Core² Invoices Solution, it is best to use FileMaker Server and host the files using that software on a dedicated computer/server.

Note: The proper installation and configuration of FileMaker Server is beyond the scope of this document. Go to www.filemaker.com for more information on the proper installation and configuration of FileMaker Server software.

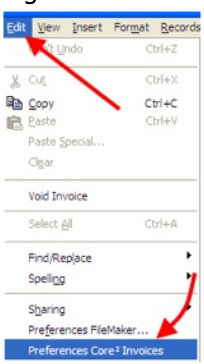
Once you have moved and hosted the file to the server, you will notice that the file called "Core2 Invoices" file displays when viewing the local databases.

Preferences

About Preferences: The "Preferences" area is where you will maintain the various preferences specific to the invoices file. It includes items like the tax rate, the default customer message used on invoices and the default email message for use when emailing invoices.

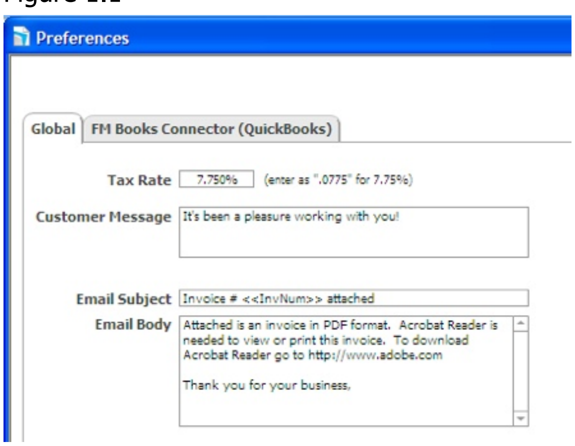
1) Navigate to preferences by selecting "Preferences Core² Invoices" from the "Edit" menu. (Fig 1.0)

Figure 1.0



2) Here you can adjust the tax rate, default customer message and default email subject and body. The tab "FM Books Connector" is explained later in this document (fig 1.1).

Figure 1.1



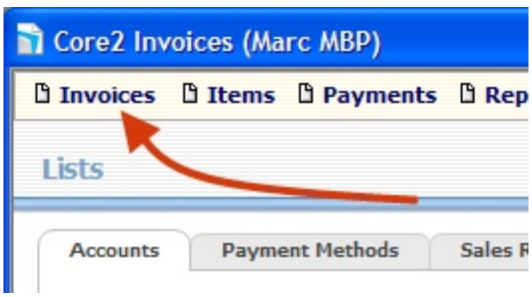
3) Invoices

About Invoices: The "Invoices" area is where you will maintain invoices for the system. Here you will decide the bill to and ship to customer as well as add "Items" to the invoice known as invoice line items. The term "Item" is generic as it can represent a product with a quantity and a set price or it can also represent a service item such as labor at a certain rate where quantity could express hours, minutes, days etc. For many organizations "Invoice" is also generic term. For many, an invoice can double as an order, a quote, an estimate, a packing slip or a bid. For the purposes of this product we use the term "Invoice" as this is what is understood by most people as the entity you submit to a client or customer in order to receive payment for products shipped and/or services rendered.

If your organization does not use invoices per se, but instead refers to this entity as an "Order" for example, you could simply change the word "Invoice" on the data entry and print layouts to the word "Order." The file is fairly flexible in that an experienced FileMaker Programmer could easily duplicate the invoice layout to produce one that suits your specific needs. For instance, you may want the option to print an invoice with just the line items but no dollar amounts (AKA packing slip). A change like this is a fairly easy modification in the hands of someone with even intermediate FileMaker skills. This file was created with a basic foundation to "Invoice." How you enhance this file and the potential to what it could do for you (i.e. automated invoice creation) is entirely up to you.

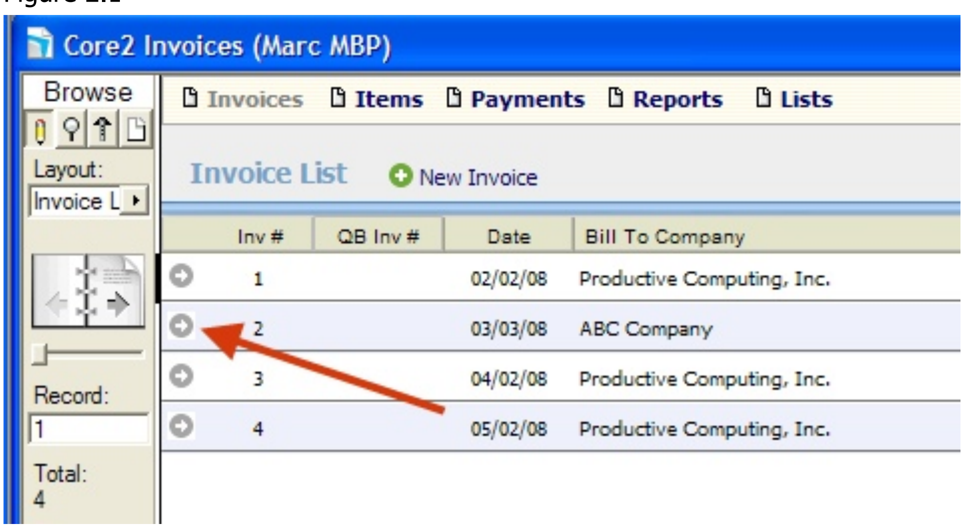
1) Navigate to invoices by clicking the "Invoices" button at the top of the screen (fig 2.0)

Figure 2.0



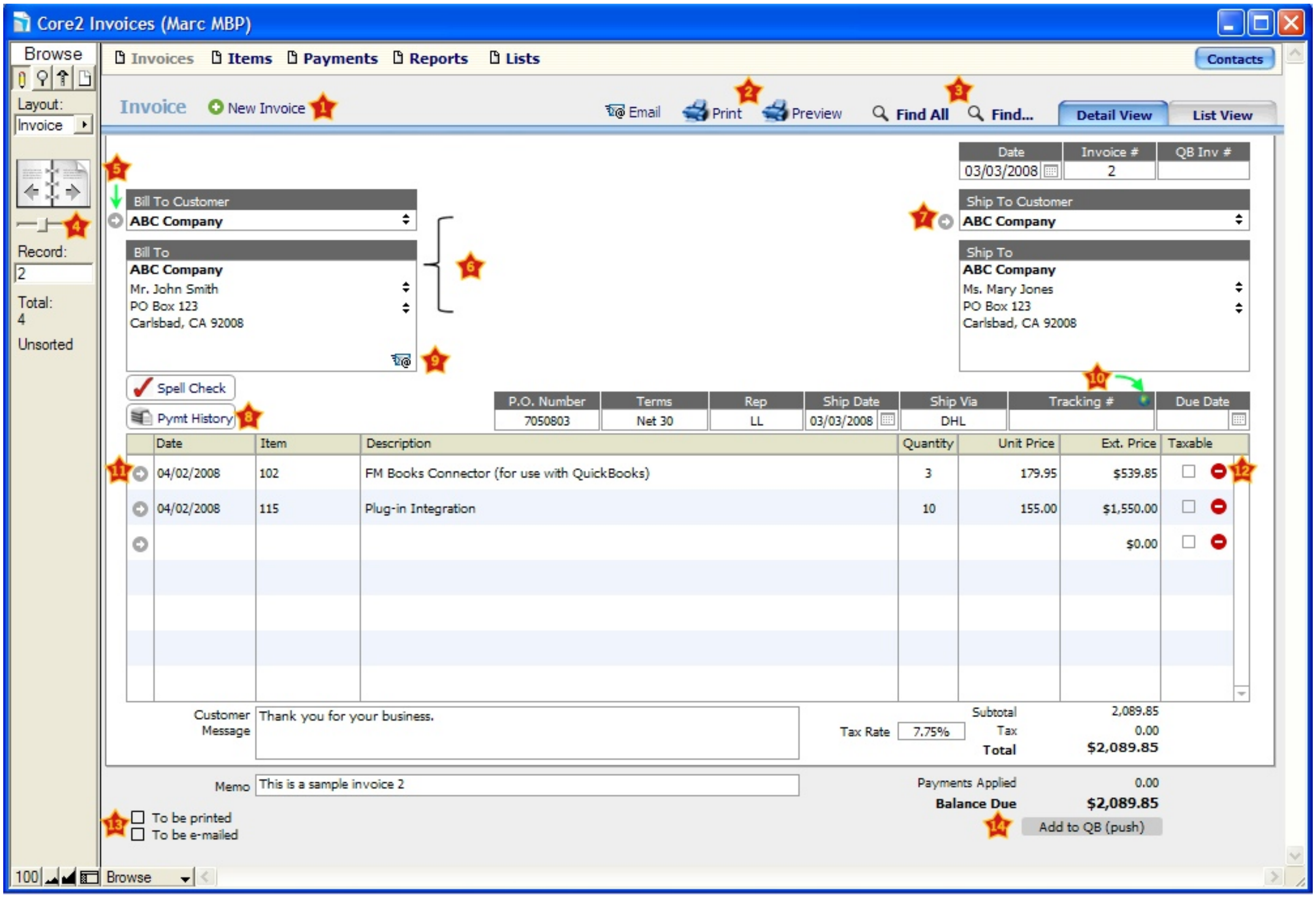
2) Click on this arrow to navigate to the details of a given invoice (fig 2.1)

Figure 2.1



3) Overview of the invoice screen (fig 2.2)

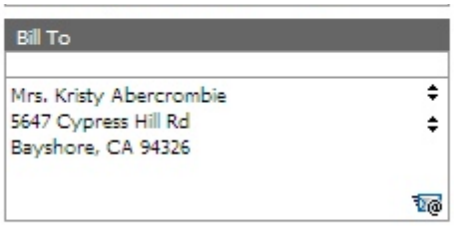
Figure 2.2



1. Add a new invoice
2. Print, preview or email the invoice
3. Find a single invoice or all invoices. When you click this button you enter "find mode" and you can find be nearly anything you can see on the screen.
4. Navigate forward and backward through multiple invoices.
5. Navigate to the main contacts screen for this Bill To customer.
6. Assign / modify Customer, Contact and Address for the customer.
7. Navigate to the main contacts screen for this Ship To customer.
8. Review complete payment history for the invoice
9. Click to manage the Email address for this bill to customer (used when sending invoice via emailing).
10. Click the globe to present the shipping provider's website in a web window to track ship status (when you enter a tracking number). Programmed to work with Federal Express, UPS and DHL
11. Navigate to the details of the item entered on the invoice line item.
12. Delete this line item from the invoice.
13. Indicates if this invoice is to be printed or emailed. This information is transferred directly to and from QuickBooks (if applicable).
14. Button to add/modify invoice in QuickBooks (if applicable).

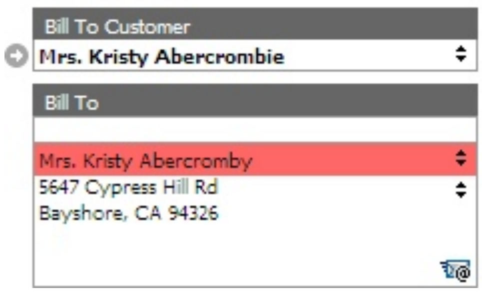
4) When creating a new invoice you will select a Bill To customer and optional Ship To customer. If this customer's name, contact or address information should change in the main contacts file, it will not update automatically on the invoice. This is done to preserve the Bill To/Ship To information on the invoice for historical purposes. In addition, by having the customer fields local in the invoice file it makes it easier to integrate a separate customer file if this module was purchased independent of the Core² CRM product. To update the Bill To/ Ship To on the invoice, simply reselect the customer on the invoice and the information will refresh (fig 2.3).

Figure 2.3



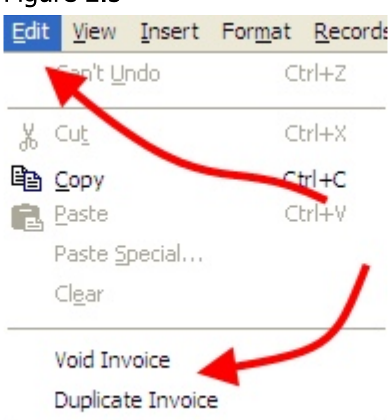
5) If the information should in fact change in the main contacts file, the areas that are different on the Bill To/Ship To will highlight in red. This applies to the company name, individual name and address info (fig 1.4).

Figure 2.4



6) You can Void and Duplicate invoices. Select Void or Duplicate invoice under the Edit menu while on the invoice screen (fig 2.5).

Figure 2.5



Void Invoice: Sets all quantities in the invoice to zero and add the word "Void" in the memo.

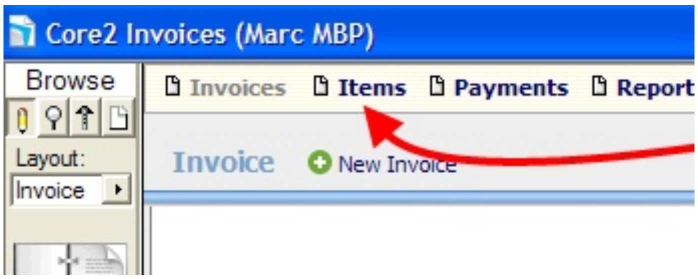
Duplicate Invoice: Duplicates the invoice and updates the invoice date to the current date. If a payment was made on the original invoice, no payment information is duplicated.

4) Items

About Items: The "Items" area is where you will maintain all the items, products and/or services that are to appear on the invoice. Here you maintain the item number or ID along with unit price, category, name, long description. Also within this area is everything you need to push or pull an item from QuickBooks, applicable only if you are using the FM Books Connector which will be discussed in the later chapters.

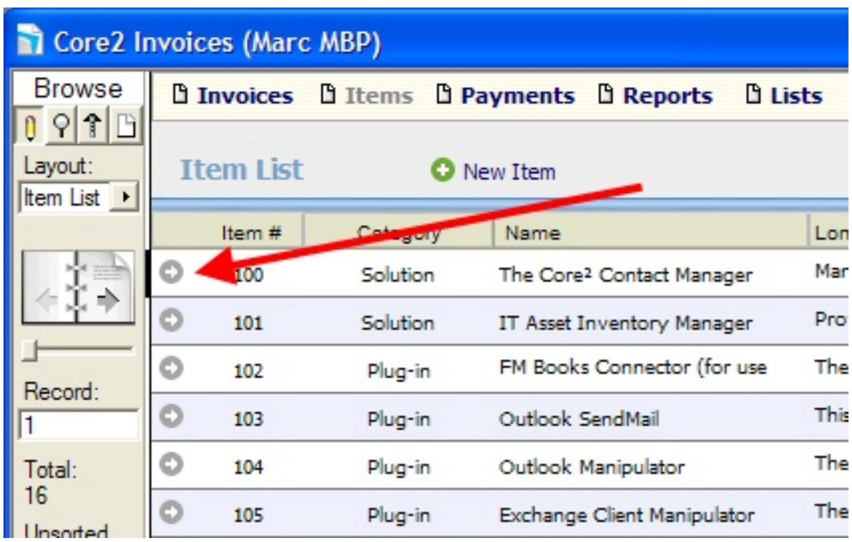
1) Navigate to items by clicking the "Items" button at the top of the screen (Fig 3.0)

Figure 3.0



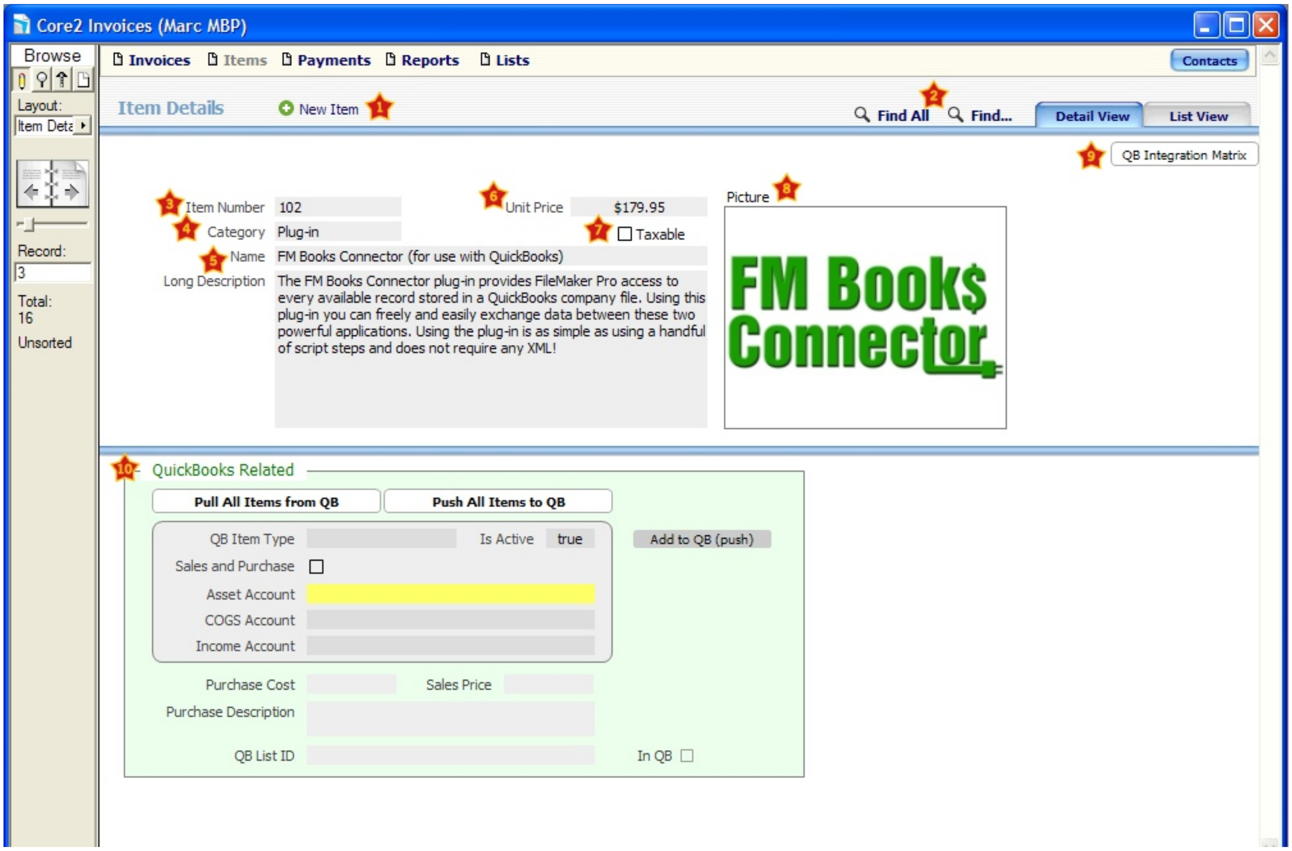
2) Click on this arrow to navigate to the details of a given item (Fig 3.1)

Figure 3.1



3) .Overview of the items screen (fig 3.2)

Figure 3.2



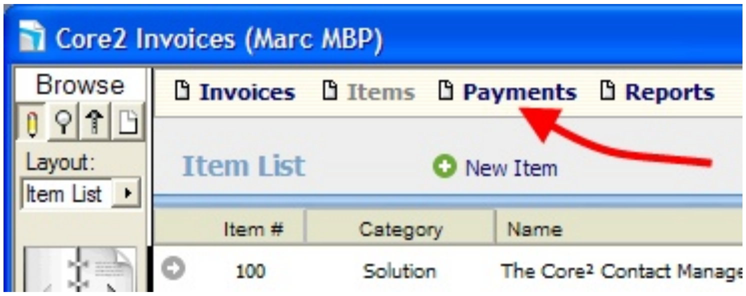
1. Add a new item
2. Find a single item or all items. When you click this button you enter "find mode" and you can find be nearly anything you can see on the screen.
3. Enter the item number. The system will attempt to auto assign an item number to each item you add. However this can be overridden by you. You can reset the sequence of this field by going into "Manage/Database of the file and change the auto enter options of the field called "Item_Number." (Requires basic FileMaker knowledge of defining fields).
4. Select a category for your item. You can edit the list of categories by clicking in this field. A drop down list will appear. Select "edit" at the bottom of the drop down list to edit the standard list of categories.
5. Item Name and Long Description. The name will be the standard name of your item. This name will be used on the invoice and on reports. Use the long description to better describe in detail the item.
6. Determine the unit price for the item. This is where you enter the price EACH of an item, product, offering or service.
7. Click this box to make the item taxable. The tax rate is determined in the preferences area discussed earlier in this document. If you mark an item as taxable, the system will remember this preference when the item is looked up on an invoice.
8. You can insert a picture of the item here as a reference. At this time this is the only area where the picture appears. The best format to use is either jpg or png type files. Do not use tiff, eps or other large raw file formats. It is best to use "screen quality" (72DPI) rather than inserting a print quality image.
9. Opens the QuickBooks Integration Matrix screen (for reference on how to communicate with QuickBooks).
10. These are the fields when working with QuickBooks. Notice that this is where you can push or pull ALL items between FileMaker and QuickBooks.

5) Payments

About Payments: The "Payments" area is where you will maintain payments against the invoice and customer. Here you can record payments against an invoice. You can have multiple payments per invoice. Likewise, you can apply a single payment to multiple invoices.

1) Navigate to payments by clicking the "Payments" button at the top of the screen (fig 4.0)

Figure 4.0

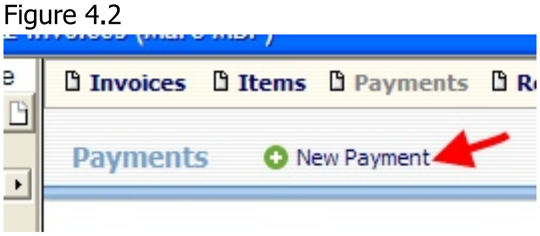


2) Use the "Edit" button (#1) to edit an existing payment. Click on #2 to navigate to the payment detail. (Fig 4.1) The solution comes with no sample payment data so we will take you through an example starting with the next step.

Figure 4.1

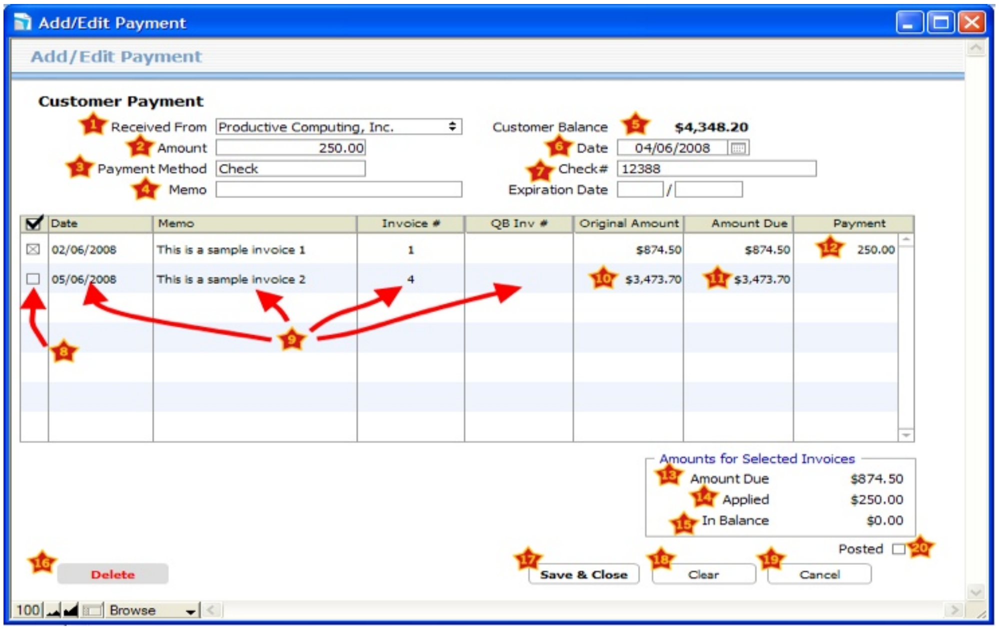
3) Click the "New Payment" button to create a new payment. (Fig 4.2)

Figure 4.2



4) Overview of the payment screen (fig 4.3)

Figure 4.3



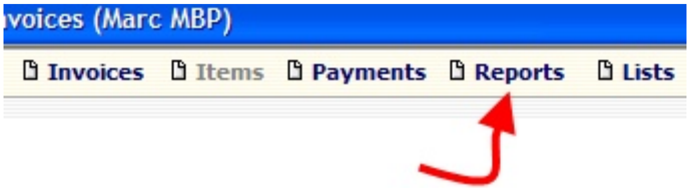
1. Customer you received the payment from
2. The amount of the payment
3. The payment method (i.e. credit card type, cash, check, etc.)
4. A place to add a memo for the payment
5. The current customer balance. This will add all outstanding balances for all invoices for this customer.
6. The date the payment is made
7. The check number (if the payment method is a check). You can enter the credit card number if the payment method is by credit card (optional).
8. Click here to apply the payment to this particular invoice.
9. Information related to an invoice for this customer that has an open balance (Date of the invoice, memo on the invoice, the invoice number, the QuickBooks Invoice number (if applicable).
10. The original amount of the invoice regardless if there are any payments already made or not.
11. The amount due is the amount remaining on the invoice taking into account all payments already made NOT including the payment you are currently making.
12. The amount from this current payment you are applying to the invoice. So, in this example you see we are receiving a payment for $250 (#2 above) and the entire amount is being applied to invoice #1.
13. This represents the total amount due but only for the invoices CURRENTLY SELECTED (in this case invoice #1 is selected as represented by the check box (see #8 star above).
14. The total amount applied. This amount changes as you select and deselect invoices using #8 above.
15. In balance is the amount applied or unapplied during the payment process. In this case the unapplied balance is zero because the payment is $250 and the entire $250 has been applied to invoice #1.
16. Delete this payment. This process has some requirements and it will warn you appropriately to back out of the transactions appropriately.
17. Save and Close this payment. Once this button is clicked and everything is in balance and validated, the Posted button will be checked (#20).
18. Will clear all the fields to allow you to start the payment process over again.
19. Cancel will close the screen without applying changes. Note, if you create a new payment and then immediately cancel, the payment record will not be saved and will be deleted.
20. The posted checkbox will notify you that this payment has been properly applied in the system. It is checked during the “Save & Close” process (#17 above).

6) Reports

About Reports: The "Reports" area is where you will run the reports available in the system.

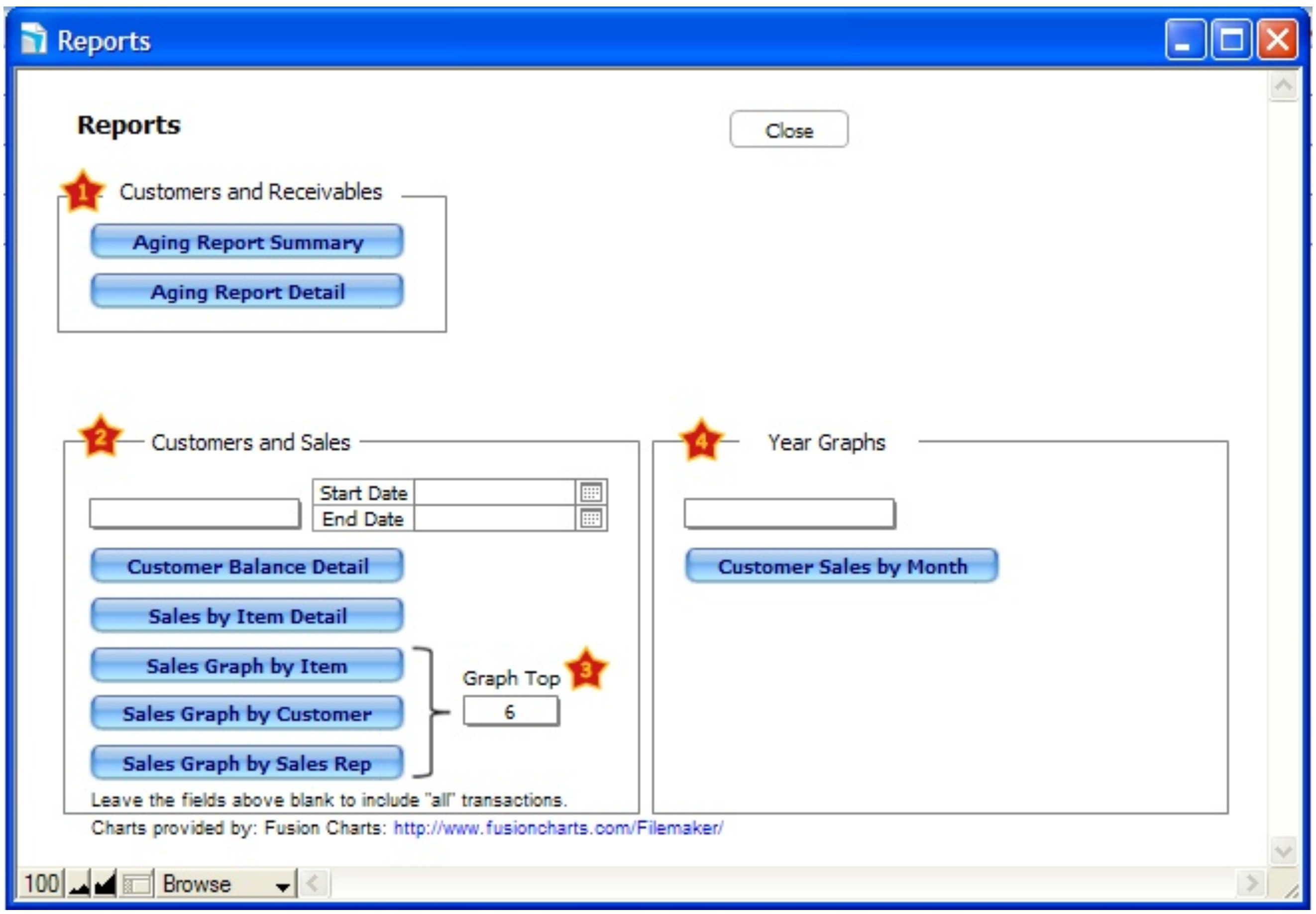
1) Navigate to reports by clicking the "Reports" button at the top of the screen (fig 5.0)

Figure 5.0



2) As of this writing the following reports are available (fig. 5.1)

Figure 5.1



1. Customers and Receivables reports do not require a data range as the report are always up to the current date.
2. The Customers and Sales reports give you the choice to pick a date range or leave blank to report.
3. Graphs the top "X" number of entities on the pie graph. Here we will graph the top 6 items only.
4. The Year Graphs area will require a Year which you can select from the drop down list.

Example Report: Sales Graph by Sales Rep (fig 5.2) and Sales by Month chart (fig 5.3)

Figure 5.2

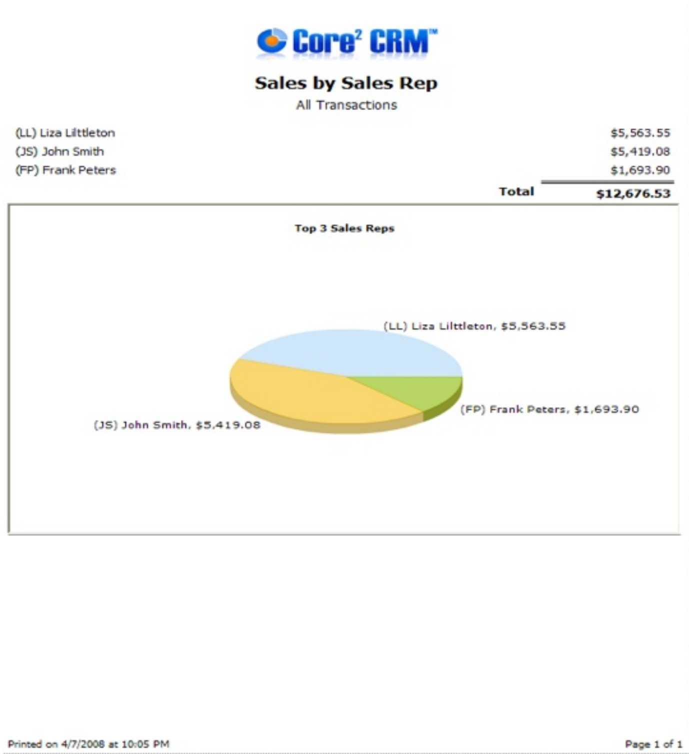

Core² CRM
Sales by Sales Rep
All Transactions
(LL) Liza Liltleton $5,563.55
(JS) John Smith $5,419.08
(FP) Frank Peters $1,693.90
Total $12,676.53
Top 3 Sales Reps
(LL) Liza Liltleton, $5,563.55
(FP) Frank Peters, $1,693.90
(JS) John Smith, $5,419.08
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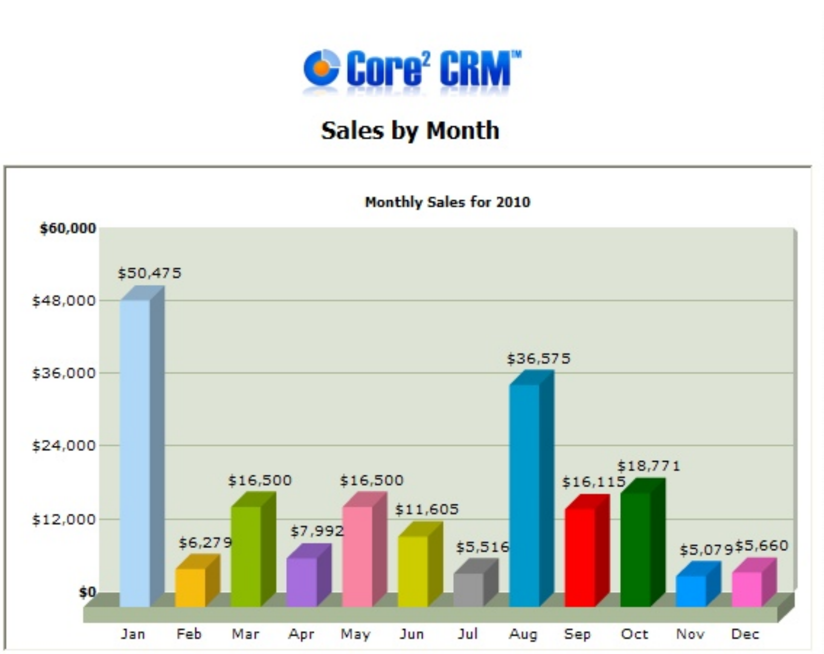
Figure 5.3


Core² CRM
Sales by Month
Monthly Sales for 2010
$60,000
$48,000
$36,000
$24,000
$12,000
$0
$50,475
$6,279
$16,500
$7,992
$16,500
$11,605
$5,516
$36,575
$16,115
$18,771
$5,079
$5,660
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec

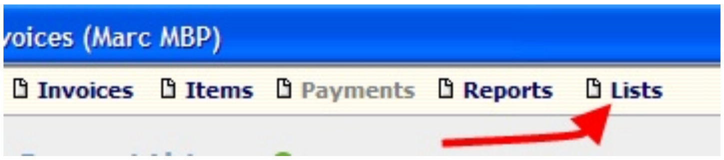
7) Lists

Overview

About Lists: The "Lists" area is where you will maintain the various list entities for the entire system. List items include: Accounts, Payment Methods, Sales Reps, Terms, Shipping Methods and Customer Messages.

1) Navigate to lists by clicking the "Lists" button at the top of the screen (Fig 6.0)

Figure 6.0



Here is a brief overview of each list item:

a. Accounts: This is a place to store the actual accounting accounts from QuickBooks. This area is ONLY needed if you plan on integrating with QuickBooks. The accounts area is required only when you communicate with QuickBooks because each product has one or more associated accounts. If you do not plan on integrating QuickBooks you do not need to do anything with this area.

b. Payment Methods: This is where you enter the forms of payment you accept. Generally you would list the various credit card payment methods as well as cash or check. Payment methods are used to create the drop down lists in the payments area of the system.

c. Sales Reps: This is where you enter the sales reps' names and initials. Data entered here will present itself as a drop down list on the invoice in the "Sales Rep" field.

d. Terms: Terms, also known as "payment terms" is where you define the terms of payment on the invoice. (Example: Due on receipt, Net 15, or Net 30).

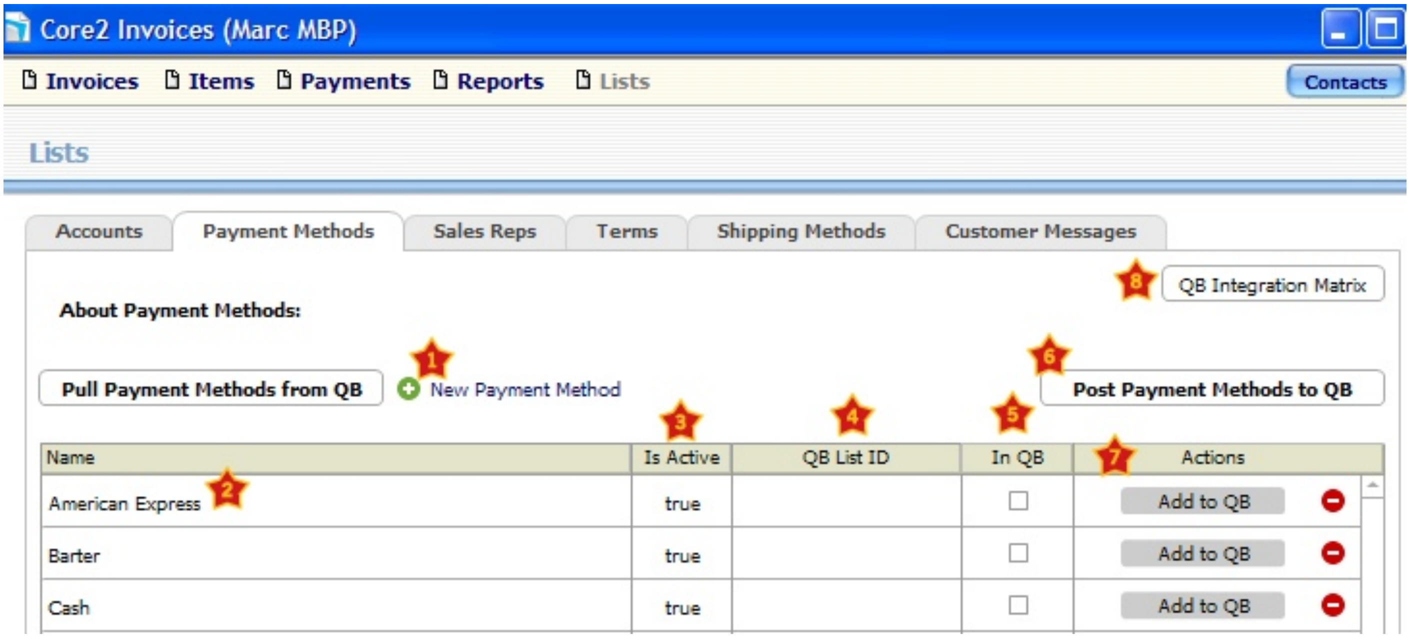
e. Shipping Methods: This is where you define the forms of shipment you have and/or the shipping companies you use. This field is found on the invoice. (Example: Airborne, DHL, Federal Express, UPS, etc.).

f. Customer Messages: Here you can enter customer messages that appear on the invoice at the lower left.

Detail

Below is a brief description of the Payment Methods list screen. Since the list screens are very similar we will use this screen shot from the Payment Methods area (fig 7.0) to describe the general elements for all the lists.

Figure 7.0



1. Click to create a new list item
2. Name of the list Item
3. Is Active is used to determine if this item is "active" (true/false) in QuickBooks. This field cannot be edited in FileMaker. It is a read only item that changes based on the value in QuickBooks. When you create a new list item, the default is set to "true."
4. QB List ID is a place to store the QB List ID when the item is moved (or matched from QuickBooks). There will be more discussion on the significance of the QB list ID later in this document.
5. In QB simply indicates if this item is entered in QuickBooks. This will populate with a check mark as soon as QuickBooks can match the list name in FileMaker with the same list name in QuickBooks or as soon as you add a new item to QuickBooks.
6. Post these list items to QB. This button is used to move all the list items to QuickBooks. This is not available for all list items. This will be discussed in detail later in this document under the "QB Integration Matrix" section.
7. Actions area: This is where you can perform additional actions on the list item. In this example you can see we have the option to "Add to QB" which will add this single list item to QuickBooks. In some cases when an item has already been added to QuickBooks, you will see that the button no longer appears. In this example you also see there is a red circle indicating where you can delete the list item.
8. This button will display the QuickBooks Integration Matrix screen which is where you can see at a glance what data can be pushed and pulled between FileMaker and QuickBooks.

*If you will not be integrating your FileMaker data into QuickBooks using the FM Books Connector, then this concludes the training for the Core² Invoices. Please skip ahead to the last chapter. Otherwise continue reading to fully integrate Core² Invoices into QuickBooks.

8) QuickBooks Integration Setup

Requirements:

QuickBooks for Windows Only and the FM Books Connector Plug-in from Productive Computing, Inc. (www.fmbooksconnector.com for more info and video overviews). If you are not ready to purchase the plug-in to acquire a registration code, you can still download a demo of the FM Books Connector and you will witness full functionality of the QuickBooks Integration process for 12 days using the plug-in demo.

You can use the Plug-in to integrate with just about the entire family of QuickBooks Financial Software products, for the U.S. (2002-2008), Canada (2003-2007), and the UK (2003-2006). The Plug-in works with ALL U.S. editions of QuickBooks 2006 and later, except for QuickBooks for the Mac.

Attention Macintosh Users:

Although QuickBooks runs on a Macintosh, Intuit does not offer a Mac compatible Software Development Kit (SDK) for plug-in developers. Therefore there is no plug-in available for the Macintosh and you cannot transfer data to and from QuickBooks using the Macintosh OS. However as an alternative the plug-in will operate properly with Windows running on the Intel Mac. This would require the installation of FileMaker and QuickBooks for Windows on the Intel Mac. If you are an all Mac based organization, then use emulation software (like Parallels or Fusion) to run QuickBooks for Windows on your Macintosh. The plug-in is fully compatible in this environment. In fact, the entire Invoices file was created in an emulated environment.

First Time Connection to the QuickBooks File:
If you own the Core² CRM, then please review our training videos (www.core2crm.com) for a live overview on how to make your first connection to a QuickBooks file. Otherwise please follow the installation and registration instructions that accompany the FM Books Connectors.

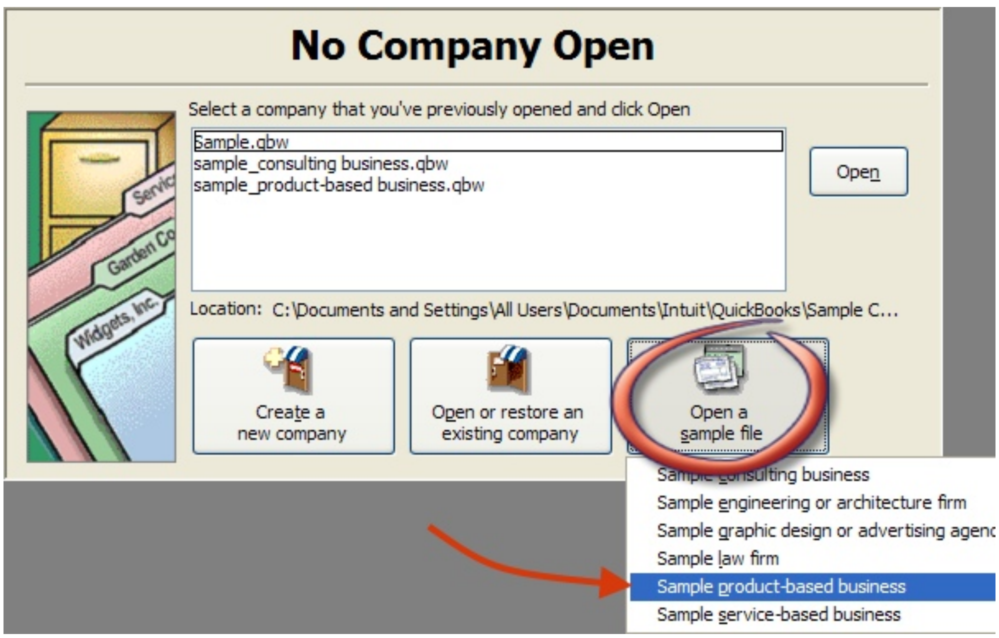
If you are not familiar with QuickBooks we recommend first installing QuickBooks and then open a "Sample data file" so that you can become familiar with how QuickBooks works before working on the live QuickBooks file. In addition, changes you make in FileMaker will affect the QuickBooks file you are connected to so use a copy of the file during your learning process.

For the purposes of this document, we have used QuickBooks Enterprise version 8.

To open a sample QuickBooks file, perform the following:

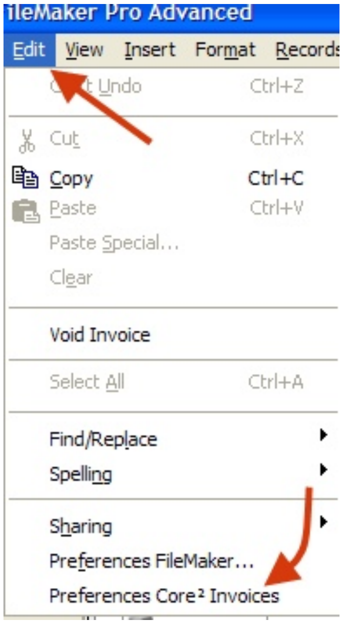
1) Open QuickBooks and you may see the following screen (depends on the version of QuickBooks and if this is your first time running QuickBooks or not). Select the "Open a sample file" option and pick an appropriate file to use. In this example we selected "Sample product-based business." Another good reason to select a sample file is because the sample file automatically opens with full admin rights to the QuickBooks file. Please note that you need to be logged into the QuickBooks file as "ADMIN" with full rights and privileges in order to establish the first-time connection between the plug-in and QuickBooks. See fig 8.0

Figure 8.0



2) Open the Core² Invoices.fp7 FileMaker file. Before you can communicate directly with QuickBooks you need to first determine if the FM Books Connector (from Productive Computing, Inc.) is installed or not. The best way to do this is to select "Preferences Core² Invoices" from the edit menu (fig 8.1).

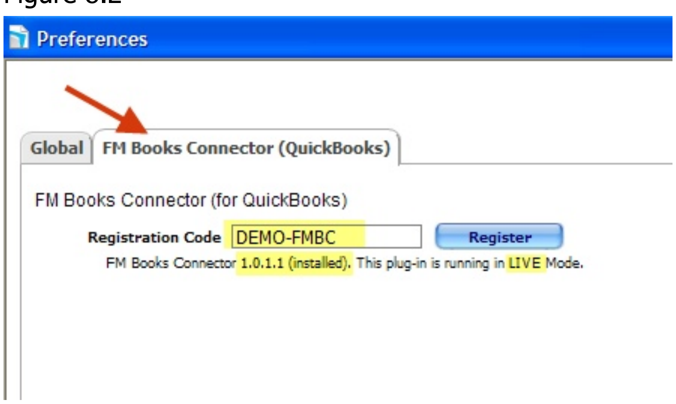
Figure 8.1



3) Once the preferences screen opens, select the FM Books Connector tab (fig 8.2). On this screen you can enter your registration code for the plug-in (requires the purchase of the FM Books Connector Plug-in from Productive Computing, Inc.) You can also get more information on this plug-in from www.fmbooksconnector.com.

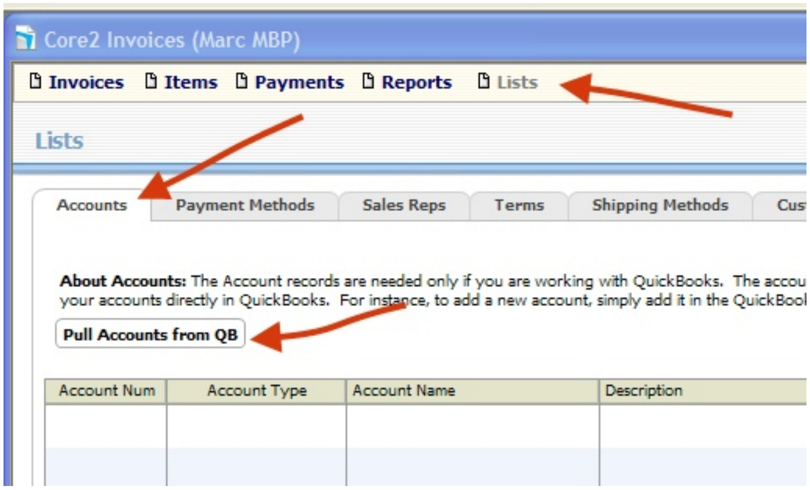
After entering your registration code, click on "Register". You should see that the FM Books Connector plug-in has been registered and it should be running in "LIVE" mode. Please note that you need to be connected to the Internet in order to do perform this one time activation with our registration servers. You will need to purchase a copy of the plug-in for every computer that is actually going to be used to move data back and forth between FileMaker and QuickBooks. However you do NOT need to purchase the FM Books connector if that computer is not going to actually communicate with QuickBooks.

Figure 8.2



4) Close the preferences window and then click on the "Lists" button at the top (fig 8.3). Then click on the accounts tab (this is the default tab). Finally, click on the "Pull Accounts from QB".

Figure 8.3



5) You will need to navigate to QuickBooks where you will see the following screen (fig 8.4).

Figure 8.4

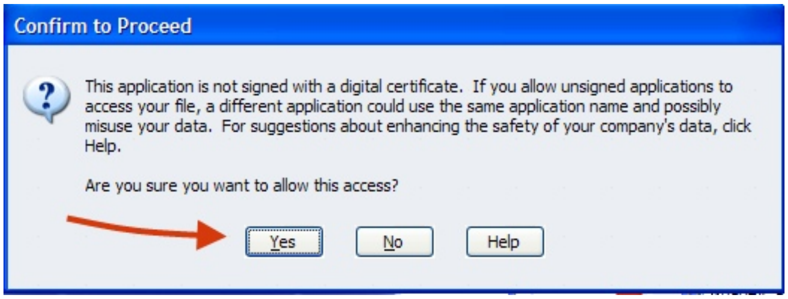
* Please note that while this screen appears, if you should click on FileMaker, FileMaker may stop responding. This is caused when the plug-in is waiting for user input from the QuickBooks connection dialog box. This isolated situation is due to a FileMaker limitation when a plug-in waits for user input from a 3rd party application. If this occurs, force quit FileMaker and repeat from step 5 above.

The above screen (Fig 8.4) displays options on how the plug-in will interact with this particular QuickBooks file. This is a one-time setting and you can go into the preferences of QuickBooks at anytime to change this setting. This dialog is simply asking for your permission to allow the plug-in to establish a communication with this particular QuickBooks file. Again, this is a one-time setup for the QuickBooks file. **You must be logged into the QuickBooks file in single user mode with admin rights for this to work properly.**

In this example we have selected "Yes, whenever this QuickBooks company file is open" which means so long as the QuickBooks file is open, the plug-in will be granted permission to talk to this file.

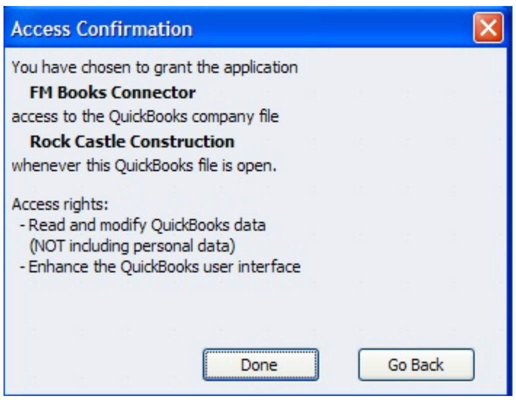
6) This next screen (fig 8.5) simply explains that the application is attempting to connect with the QuickBooks file. In this case the FM Books Connector plug-in is not signed with a digital certificate. Select "yes" to this dialog box.

Figure 8.5



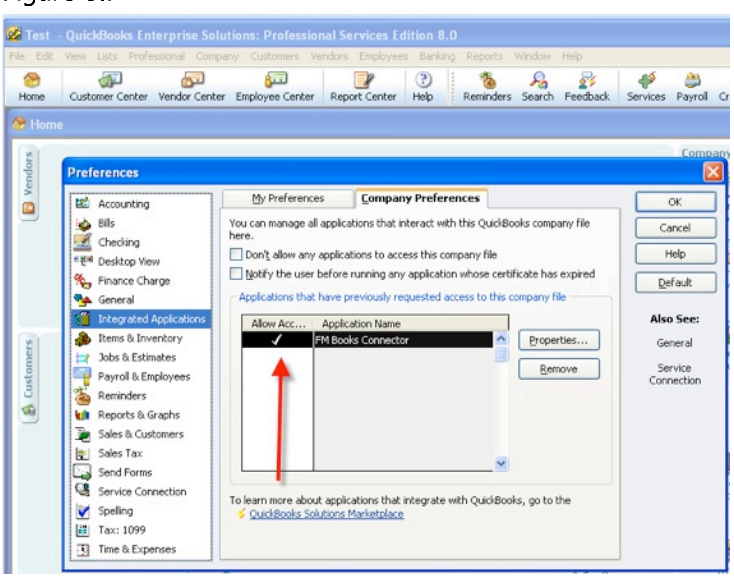
7) You will see this verification screen upon successful connection setup (fig 8.6)

Figure 8.6



8) To confirm that the QuickBooks File Connection test was successful, select "Preferences" in QuickBooks, confirm that the FM Books Connector is enabled in the Company Preferences located within Integrated Applications. (Fig 8.7)

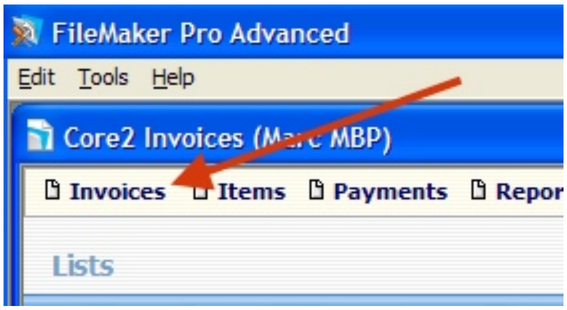
Figure 8.7



QuickBooks: Importing Lists

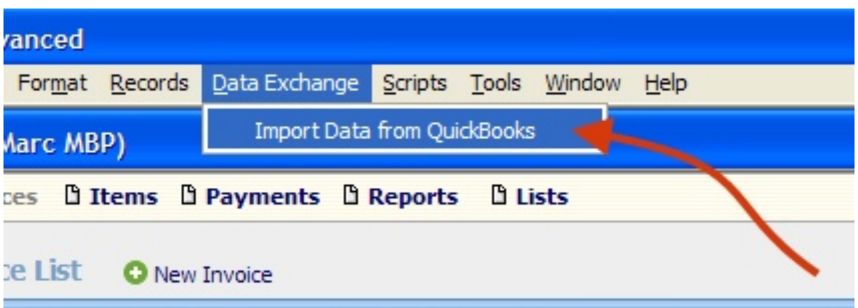
1) In order to successfully transfer data from FileMaker to QuickBooks or vice versa, you need to populate all the "lists" in FileMaker. The easiest way to do this is to navigate to the main invoice screen in FileMaker (fig 9.0). Navigate to this screen using the Invoices button:

Figure 9.0



2) .Select "Import Data from QuickBooks" from the Data Exchange menu item at the top of the screen (fig 9.1)

Figure 9.1

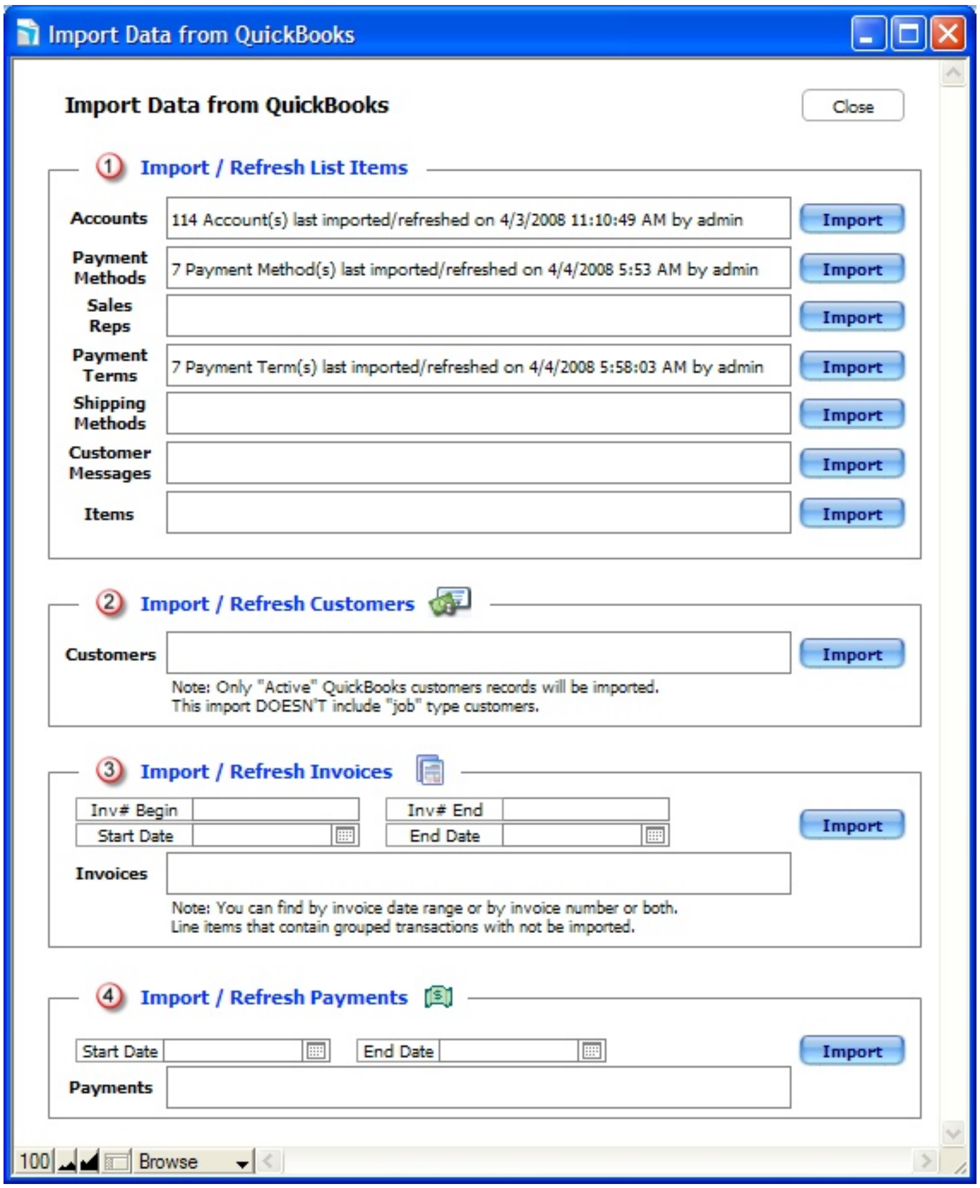


3) You will see the following screen (fig 9.2). This is where you import data directly from QuickBooks. This establishes proper "lists" in anticipation to move data between FileMaker and QuickBooks. **It is important to import the items in order (complete part 1 before moving to part 2, etc.).** Upon clicking the "Import" buttons to the right of each section, you will see the results of the import. It will tell you how many records it imported, when it was last imported and by whom.

Note: These imports scripts act as a "refresh mechanism" so you can choose to import periodically to update FileMaker with the latest QuickBooks data. Please note that the import process only adds and modifies records in FileMaker. It makes no attempt to delete data from FileMaker except in the Accounts table in FileMaker.

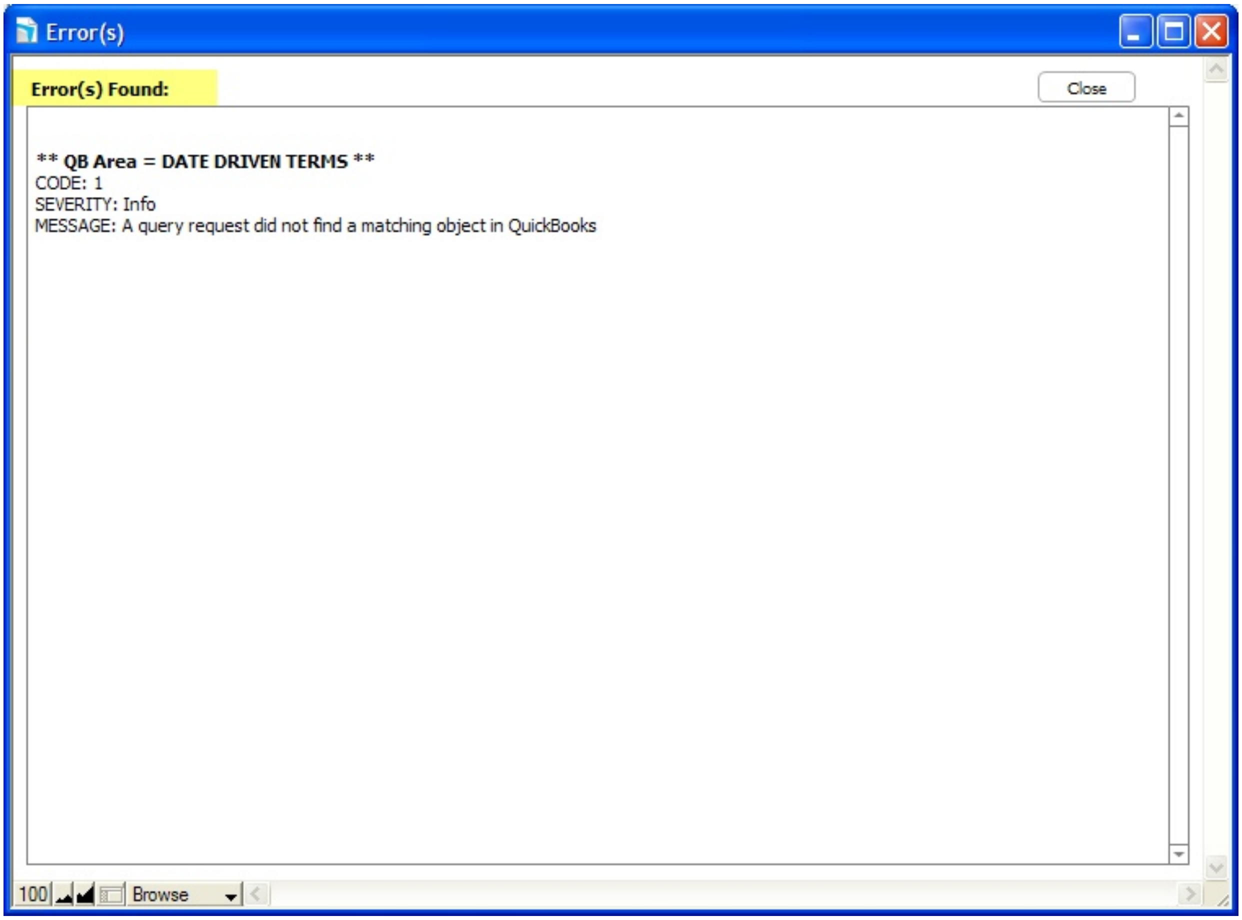
When importing Invoices and Payments, you have additional choices such as a date range or in the case for Invoices you can choose to import a single invoice by Invoice number or from a range of numbers.

Figure 9.2



4) Starting with accounts, simply click "Import" for each item going down the list (fig 9.2). Not all of these items may be populated in QuickBooks. The import script will warn you of any errors it finds when during the process (fig 9.3). For instance, when you import "Payment Terms" often times the QuickBooks file will not have any "Date Driven Terms." You will see the following error when this is the case. Shown below (fig 9.3) you see that an error has been found indicating a query request did not find a matching object in QuickBooks in the area of "Date Driven Terms." There are two types of payment terms in QuickBooks, Standard and Date Driven. This error can be ignored and closed as typically "Date Driven Terms" are not used.

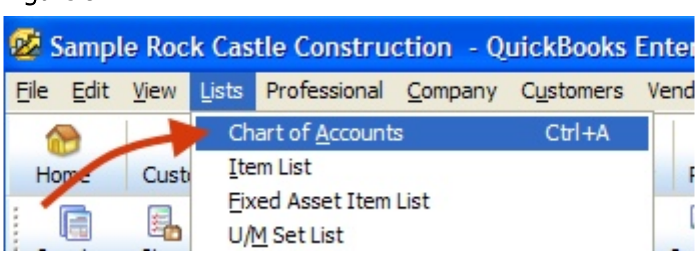
Figure 9.3



5) You can find all these "Lists" in QuickBooks under in the following areas.

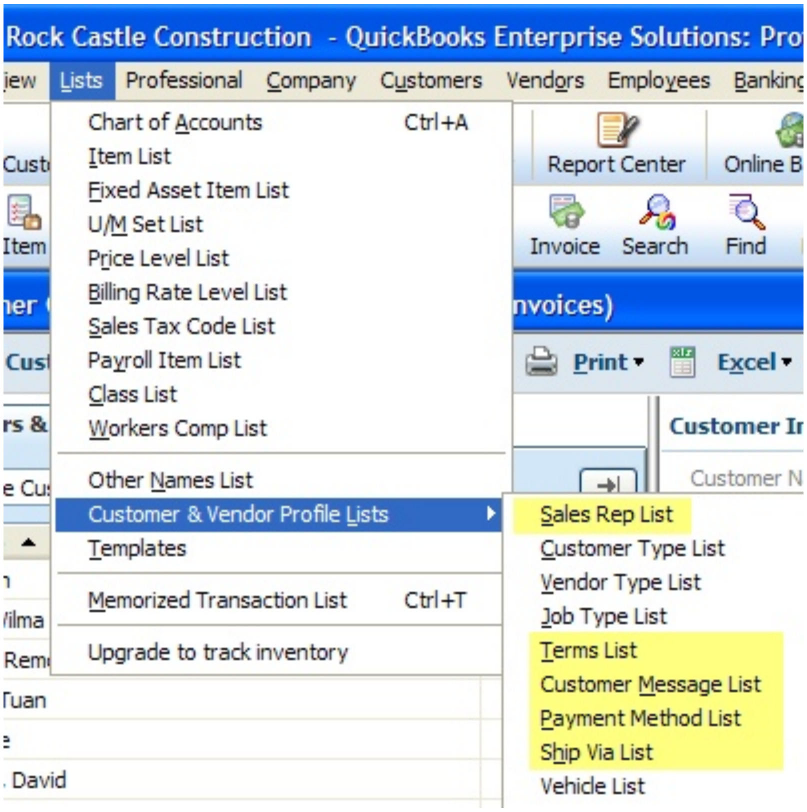
....To manage **Accounts** in QuickBooks go to "Chart of Accounts" found under the "Lists" menu (fig 9.4):

Figure 9.4



6) To manage **Payment Methods, Sales Reps, Payment Terms, Shipping Methods, and Customer Messages** in QuickBooks go to "Customer & Vendor Profile Lists" found under the "Lists" menu (fig 9.5):

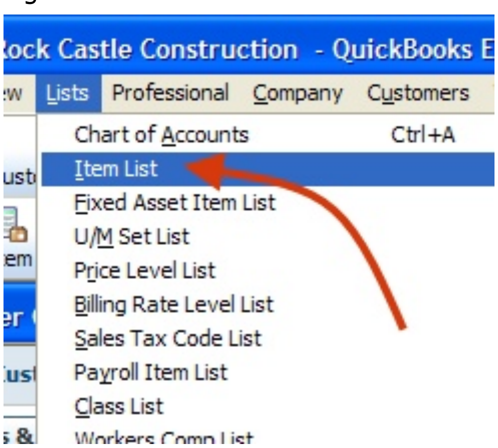
Figure 9.5



Note: Payment Terms in FileMaker is called "Terms" in QuickBooks. Shipping Methods in FileMaker is called "Ship Via" in QuickBooks.

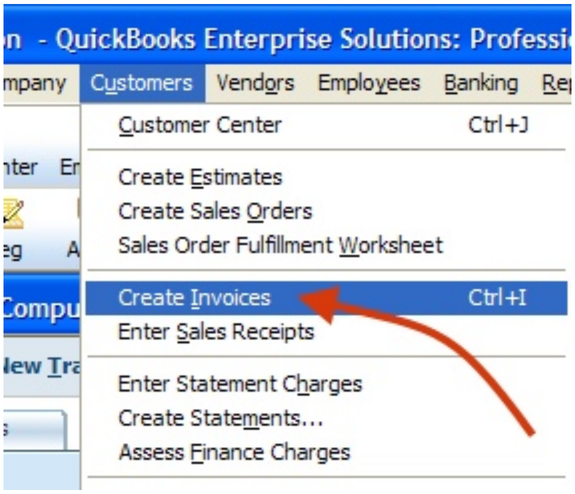
7) To manage **Items** in QuickBooks go to "Item List" found under the "Lists" menu (fig 9.6):

Figure 9.6



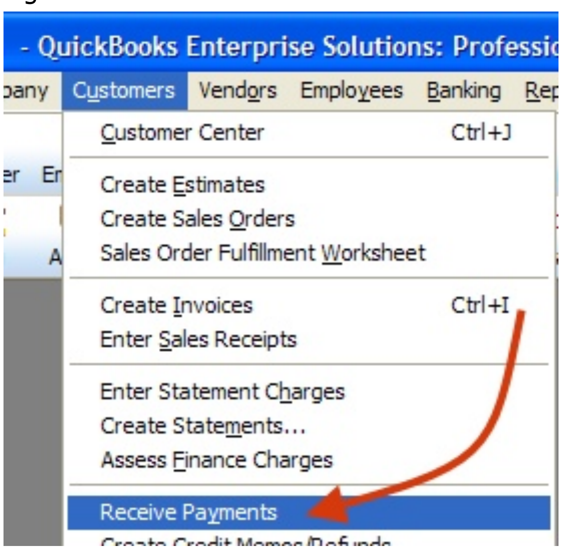
8) To manage **Invoices** in QuickBooks go to "Create Invoices" found under the "Customers" menu (fig 9.7):

Figure 9.7



9) To manage **Payments** in QuickBooks go to "Receive Payments" found under the "Customers" menu (fig 9.8):

Figure 9.8



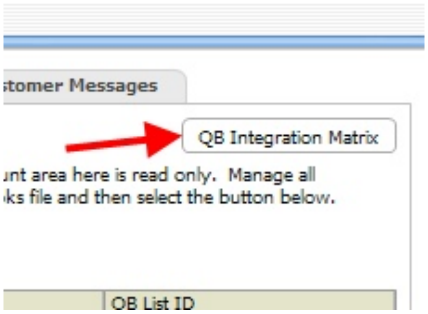
Congratulations! You have now completed the QuickBooks Integration set up. Now let's discuss the how to work with QuickBooks and the Integration Martix.

9) Working with QuickBooks

QuickBooks: Integration Matrix

This button (fig 10.0) appears in various places throughout the system and displays the Integration Matrix.

Figure 10.0



This screen below depicts the various methods to either push or pull between FileMaker and QuickBooks. Each area is described in detail below (fig 10.1)

Figure 10.1

QuickBooks Area	FileMaker QuickBooks Data Transfer Matrix					
	FM to QB Add	FM to QB Mod	FM to QB Del	QB to FM Add	QB to FM Mod	QB to FM Del
Customers	Yes	Yes	-	Yes	Yes	-
Invoices & Inv Line Items	Yes	Yes	-	Yes	Yes	-
Payments & Pymt Line Items	Yes	Yes	Yes	Yes	Yes	-
Items	Yes	Yes	-	Yes	Yes	Update Indicator
Accounts	-	-	-	Yes	Yes	Yes
Payment Methods	Yes	-	-	Yes	-	Update Indicator
Sales Reps	-	-	-	Yes	-	Update Indicator
Payment Terms	-	-	-	Yes	-	Update Indicator
Shipping Methods	Yes	-	-	Yes	-	Update Indicator
Customer Messages	Yes	-	-	Yes	-	Update Indicator

<u>Customers</u>: You can add and edit customers directly from FileMaker with buttons located in the Customers area in FileMaker by "pushing" them. Before a customer is added to QuickBooks the button will say "Add to QuickBooks." After the customer has been added to QuickBooks, you will see the button "Edit in QuickBooks" appear. When the edit button is clicked it will update the customer in QuickBooks with the latest information from FileMaker. To delete a customer, you need to do it separately once in FileMaker and again in QuickBooks.

You can add customers into FileMaker after they have been entered in QuickBooks by "pulling" them in via the data exchange screen. This process will add a new Customer in FileMaker or edit and existing customer. Again, to delete a customer you will need to do it separately in both QuickBooks and FileMaker.

<u>Invoice & Invoice Line Items</u>: You can add and edit Invoices and their respective line items from FileMaker with buttons located at the bottom right of the invoice screen.

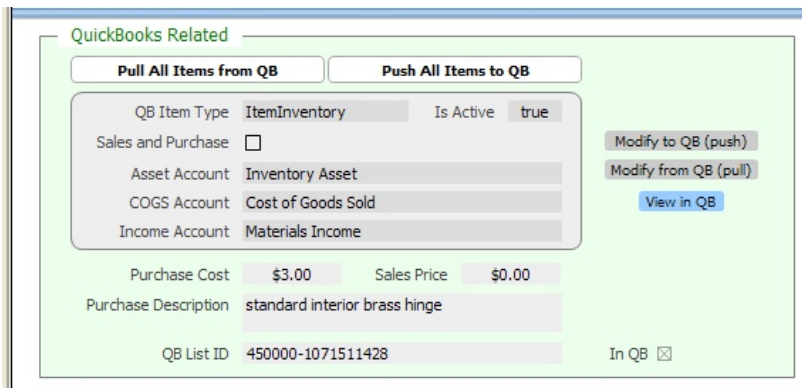
You can import Invoices from QuickBooks using the data exchange screen in FileMaker. During the import process Invoices are added or modified in FileMaker as needed. You can import by date range or by invoice number.

Payments & Payment Line Items: You can add, edit and delete payments and payment line items from FileMaker into QuickBooks by pushing them. Payments are managed in FileMaker and are updated in QuickBooks when you click the "Save and Close" buttons when editing a payment in FileMaker. When payments are deleted from FileMaker, they will be deleted from QuickBooks, unless those payments are used on an existing invoice.

You can import Payments from QuickBooks using the data exchange screen in FileMaker. During the import process Payments are added or modified in FileMaker as needed. You can import by date.

Items: From FileMaker you can push items directly to QuickBooks. Note that QuickBooks has strict requirements when adding and editing payments in that they have to be associated with one or more valid QuickBooks accounts before you can add them. Once you import the QuickBooks accounts, they will appear in the drop down menu in the accounts screen for Asset Account, COGS Account and Income account. (Fig. 10.2). Note that certain accounts are required depending on the QB Item Type selected. For instance an "ItemInventory" item type requires all three accounts to be filled in where as an "ItemService" item type only requires that you select an Asset account.

Figure 10.2



A note about "Sales and Purchase" Check this box if this item is meant to be both purchased and sold, such as an "other charge" item that is reimbursable. Leave this box blank for items that are meant to be either purchased or sold, but not both. For example, you would leave this blank for a non-inventory item that is purchased but not sold, or for a service item that is sold but not purchased."

Accounts: All accounts have to be added, edited and deleted directly from QuickBooks. When you import accounts into FileMaker, all existing account are completed deleted and re-added.

Payment Methods: Payment methods must be completely maintained in QuickBooks. The routine that imports list items attempts to match list items by name. You can add a payment method in FileMaker or add a payment method in QuickBooks. All new payment methods can be pushed into QuickBooks and vice versa. However if you modify or delete payment methods in either QuickBooks or FileMaker, then you need to manually adjust both QuickBooks and FileMaker records accordingly. This is due to physical and practical limitations in the QuickBooks design.

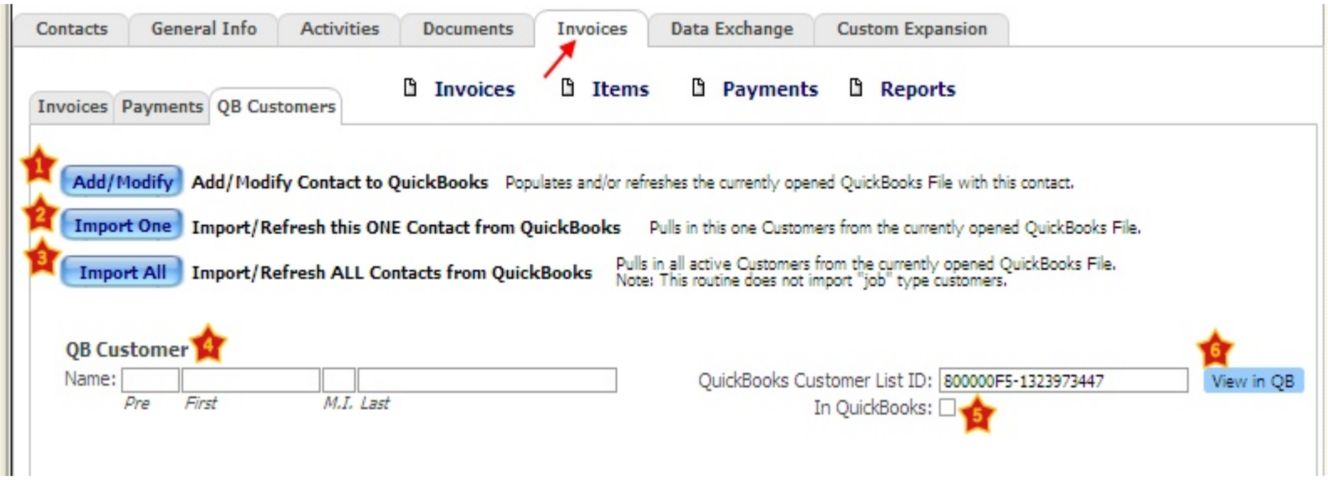
Shipping Methods & Customer Messages: Shipping Payments and Customer messages work just like Payment methods except that you can also add items from FileMaker. Like the other list items, when importing items into FileMaker an attempt is made by the process to match existing entries by name where applicable.

10) QuickBooks: Working with Customers, Invoices, Items and Payments

Customers

There are several options when integrating with QuickBooks from the contacts screen. Show below is a screen shot of the Core² CRM area under the invoice tab. A brief explanation of these options are explained below (fig 11.0)

Figure 11.0



1. Add/Modify Contact: Adds or modifies a contact from FileMaker into QuickBooks.

2. Import One: Imports and updates this contact from QuickBooks to FileMaker. This button will disappear if the contact has not yet been added in QuickBooks.

3. Import All: Imports all "Active" contacts from QuickBooks into FileMaker. If part or all of these contacts have already been imported from QuickBooks, the routine will simply update the contact record with the latest information from QuickBooks. Note: this routine does not include customers specified as a "job."

4. The QB customer first, middle and last name is stored here. When you import customers from QuickBooks it will create a single contact record into the Core² CRM. If the QuickBooks customer record has a company the Core will tag the customer record as a "company/organization record" in the Core² CRM. If the customer has no company name in QuickBooks, it is tagged as an individual record in the Core² CMR record. In either case, the individual name is stored additionally in separate fields as specified in #4 above. When pushing contacts from FileMaker to QuickBooks, the routine first looks to see if there is a QB customer added (as in #4 above), if not it will draw the first individual name associated with the customer record in FileMaker.

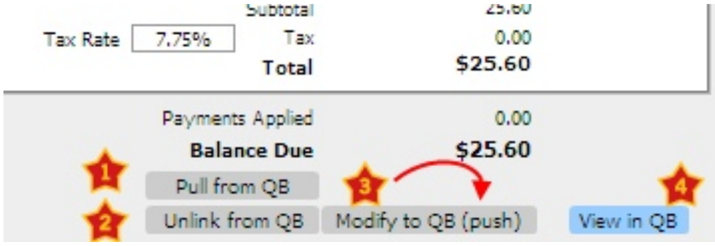
5. QuickBooks Customer List ID: Here is where you will find the QuickBooks ID once you enter it into QuickBooks using the button from #1 above. There is also a checkbox that indicates that this contact is in QuickBooks. If you were to delete an associated contact in QuickBooks and then attempt to "import one" or "import all", the contact would remain in FileMaker but the "In QuickBooks" checkbox would become unchecked.

6. View in QuickBooks: Click this button to view the currently selected contact in QuickBooks. This button will only appear is the contact has already been added in QuickBooks. First find a contact in FileMaker and click this button to navigate to it in QuickBooks eliminating the step to find it manually in QuickBooks.

Invoices

There are several options when integrating with QuickBooks from the invoice screen. A brief explanation of these options are explained below (fig 11.1)

Figure 11.1



1. Pull from QuickBooks: When selected this feature will attempt to pull / refresh an existing invoice from QuickBooks into FileMaker. It assumes that the invoice already exists in QuickBooks. This button will disappear if the invoice has not yet been added to QuickBooks. Note: To pull ALL invoices go refer to the chapter "QuickBooks: Importing List" in this document.

2. Unlink from QuickBooks: Using this option will clear the QuickBooks Invoice number and Transaction ID from the invoice file thereby allowing you to "add a new" invoice. This option is useful if you have deleted a linked invoice in QuickBooks and you want to re-add the original invoice from FileMaker.

3. Modify to QB (push): This option will attempt to "refresh" the associated invoice in QuickBooks (from FileMaker). The same requirements to add an invoice apply when modifying an invoice.

4. View in QuickBooks: This option allows you to open the associated item (in this case an invoice) directly in QuickBooks. This can be very handy to save you time from having to perform a find both in FileMaker for an invoice number and then have to do the same find in QuickBooks. Simply find the invoice in FileMaker and click this button.

5. Add to QB (push): This option (not pictured above) allows you to "add" a new invoice in QuickBooks from FileMaker. It assumes that the invoice is not already in QuickBooks. This item only appears if there is no QuickBooks Invoice number (which assumes it has not yet been copied to QuickBooks).

Items
There are a few options when integrating with QuickBooks from the item detail screen. A brief explanation of these options are explained below (fig 11.2)

Figure 11.2

1. Pull All Items from QuickBooks: This option will pull all items from QuickBooks. This button does the exact same import that can be run during the data exchange process found in the "QuickBooks: Importing List" chapter in this document.

2. Push All Items to QuickBooks: This option will push all the items in the CURRENT FOUND SET in FileMaker to QuickBooks. For instance you may only want to push items in batches. Simply perform a find in FileMaker first for the items you want to push to QuickBooks. Note: there are strict rules QuickBooks has when adding items. You will have to fill in the proper Asset Account, COGS Account and Income account depending on the type of item you are adding. The fields will highlight in yellow when the data is required.

3. Add to QuickBooks (push): This option is the same as 2 above except that it pushes only the individual item you are browsing.

4. Modify to QuickBooks (push): This option (not pictured above) will allow you to refresh a single item from FileMaker to QuickBooks. It assumes that the item already exists and has been moved at least once from FileMaker or imported from QuickBooks.

5. Modify from QB (pull): This option (not pictured above) will allow you to refresh a single item from QuickBooks to FileMaker. It assumes that the item already exists and has been moved at least once from FileMaker or imported from QuickBooks.

Payments
When you are working with payments, there are no buttons to add, modify or delete an individual payment from FileMaker to QuickBooks. This is automatically done "behind the scenes" for you when you enter payment transactions within FileMaker. Note that you can import all payments from QuickBooks to establish a baseline. Refer to the chapter called "QuickBooks: Importing List" in this document.

11) QuickBooks: Exceptions and Known Issues

1) .QuickBooks has an option that allows you to create "grouped" line items. This is something that is used when you create an item that has included component line items. In QuickBooks you have the option to print grouped items as a single line or multiple lines and have the price display each component's price or a single total. When importing these types of invoices into FileMaker, grouped transactions are not included on the import as this aspect goes beyond the scope of this product. Productive Computing, Inc. can be hired to assist you with this type of transaction if this is something you require in your environment. It is been our experience that 99% of our customers do not need this feature and most did not even know such a thing was possible.

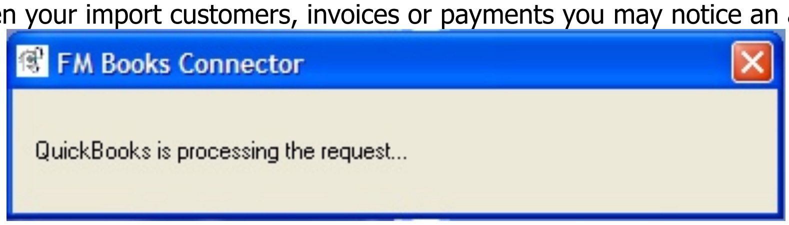
2) The invoice number in QuickBooks may be in the form of a letter rather than a number. In order to pull these types of invoices, use the date range or leave all the date and number fields blank when importing. The mechanism to find invoices which contain letters is not supported. Therefore performing a find for a specific invoice containing letters is not possible at this time.

3) The system does not support making a payment directly on the invoice itself as a payment line item. To make a payment, simply click "new payment" from the payments area.

4) .Invoice line items like Group, Payment or Other will not import or will partially import. If you import invoices with these types of line items and then attempt to "push" them back to QuickBooks, you will get an error. Again, we find that in most cases these types of line items are not widely used and are the exception rather than the rule. Support for these items would drastically complicate the invoice system and the complexity for most developers does not justify the limited benefit.

5) .Classes are not supported at either the Invoice level or the line item level. PCI or another experienced FileMaker developer can be hired to add this in if your organization requires the use of "Class" when creating invoices.

6) .When your import customers, invoices or payments you may notice an additional dialog that looks like this:



This dialog box will actually "hide" FileMaker. There is an option flag that can be set in the script when the FM Books Connector plug-in executes a query in QuickBooks to hide FileMaker and present this dialog. This is done in order to stabilize FileMaker and keep it from hanging during large QuickBooks queries. Hiding FileMaker is necessary because of the environment between the plug-in and FileMaker. When a plug-in waits for data from a 3rd party application and a user clicks on FileMaker – it can sometimes hang FileMaker. The idea of temporarily "hiding" FileMaker completely eliminates the problem. Hiding FileMaker is not necessary for most queries – just the ones that take more than a few seconds to execute like as is the case when importing Customers, Invoices or Payments. The dialog will only display during the actual QuickBooks query and not during the FileMaker import.

7) .Windows Vista: This system is compatible with all versions of Vista and has been testing with Windows Vista Business. Please note that in order for the plug-in to communicate with QuickBooks Properly, you need to make sure that you have UAC (User Account Control) set to "on" in Vista. This is a requirement of the QuickBooks application itself, not of the plug-in. To Locate "UAC" simply type "user account control" in the Windows search bar in Vista. You will be directed to a screen that allows you to toggle this feature on and off. Make sure it is checked (you may have to restart your machine). When you first install Widows Vista, UAC's default setting is "on" (checked).

12) Contact Us

There are several other features that are not described in this document. It would be very beneficial for the user to review the in-depth Core² Invoices videos we have created at www.core2crm.com. These videos visually explore various options and features. In addition they provide the end user with basic training on the Core² Invoices Solution. If you feel there are areas that you would like covered in detail, please let us know.

The Core comes fully unlocked allowing you to customize the solution according to your needs. Implementing customizations require knowledge of FileMaker scripting, relationships and calculations. If you need additional support for scripting, customization or setup, then please contact us via the avenues listed below.

Phone: 760-510-1200
Email: support@productivecomputing.com
Forum: www.productivecomputing.com/forum

Please note assisting you with customizations and set up is billable at our standard hourly rate. We bill on a time and materials basis billing only for the time in minutes it takes to assist you. We will be happy to provide you with a free estimate if you fill out a Request For Quote (RFQ) at www.productivecomputing.com/rfq . We are ready to assist and look forward to hearing from you!