

QUICKBOOKSINTEGRATOR™



How QuickBooks Integrator from Mitchell 1 Works

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How QuickBooks Integrator Works

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COMPATIBILITY –

- Works with Manager, ManagerPlus, Service Writer & Shop Management v6.4 & v6.5
- Operation System: Windows XP, Vista, 7, 8, and Server 2012
- QuickBooks: Pro, Premier, and Enterprise Editions, 2009 to Present

SYNCHRONIZATION –

- What: Manager syncs over all customers, vendors, posted invoices, and payments. ManagerPlus syncs over all customers, vendors, posted invoices, payments, posted purchase orders and inventory items.
- How: Integrator uses a manual synchronization process. In QuickBooks, you click on Company Menu > Mitchell1/Shopkey Integrator SE Menu > Synchronize. It does not matter if Manager is open or not.
- When: It does not matter how often or how infrequent you synchronize. This can be done three times a day, once a week, or even once every few months. It keeps track in a database exactly what has already synced over and only brings in new data.
- Synchronization is a very simple, one directional process. Information only comes from Manager and goes into QuickBooks, not vice versa. Also, if an object is deleted from Manager (a customer, invoice, payment), it is NOT automatically removed from QuickBooks. The integrator will never remove anything from either program, it only brings in new data.
- Once a posted invoice, payment, or posted purchase order is synced into QuickBooks it is then ignored. If the invoice is then unposted, edited, and posted again, the Integrator will NOT pick up this change and will NOT update the item in QuickBooks, it is simply ignored. This increases the speed of each sync. The Integrator will update customer and vendor names, addresses, and phone numbers, so make those changes in Manager.
- An invoice or purchase order must be posted in Manager before it will sync into QuickBooks. If it is still sitting on the Work In Progress screen it will be ignored. If a deposit or payment is taken on an invoice that is not posted yet, it will still come over into Quickbooks when synchronized.
- Cost of goods sold for parts ONLY comes over if you're a ManagerPlus customer and the part is an inventory part. Non-ManagerPlus customers do not have inventory, only a parts list. This is due to a limitation in Quickbooks, not Mitchell1, where they do not have a COGS account link for non-inventory parts. Non-inventory parts have the cost come over to the M1SK Default Expense account.
- By default, all payments transfer over into the "Undeposited Funds" account regardless of payment method used. You can redirect these to another account/bank by going into the Company Menu > Mitchell1/Shopkey Integrator SE > Settings, say "Yes" to syncing



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accounts and then close the sync when finished. Click on the Payment Types tab and reselect the dropdown for each payment type. Click "Save" when finished.

REFUNDS/CREDIT MEMOS –

- After posting a refund in Manager, the QBI will bring it over as a credit memo to Quickbooks. To do this correctly, create a new invoice in Manager for the customer getting the refund and add the parts or labor that is being refunded. Negative the quantity of the part or negative the quantity of the charged hours for labor. This will show the invoice balance as a negative amount. The next step is to click the "options" button and then click on "apply payments." In the typical payment window, put in the negative payment you are giving back to the customer and select the payment type for the return. If the invoice amount was -49.99, then put in -49.99 as the payment amount. Once you click "pay" you'll see the invoice balance goes to 0.00. Click "no" to posting additional payments and then post the invoice. When you sync both the payment and the credit memo will come into Quickbooks under that customer.

PURCHASE ORDERS AND VENDOR BILLS –

- When you close a purchase order and synchronize, it will bring the PO over and place it under the vendor listed on the PO. It will not come over if the PO is still open in Manager. The integrator will also create a bill for you in Quickbooks showing that you owe that vendor and it hits your Accounts Payable account. The Manager PO number will always be put into the "memo" field on the PO and on the bill in Quickbooks. Whatever is entered into the Inv/Ref# box on the PO is what is put as the reference number on the bill, this is typically where you put in your vendor's invoice number. A vendor bill is also created when adding a sublet line to an invoice and selecting the vendor. If you leave the vendor at "none" on a sublet, no bill will be created in Quickbooks.

CHART OF ACCOUNTS –

- Integrator adds many accounts into the chart of accounts. They consist mostly of income accounts which typically have the GL code at the end. Other Integrator accounts have "M1SK" at the beginning of the account name.
- Never delete an Integrator account inside the chart of accounts. It is looking for these accounts every time a sync takes place and will cause errors if they are deleted. The M1SK Default accounts can be deleted only if they are relinked to another account in the



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Settings. Deleting without relinking them will cause errors. None of the Manager accounts should ever be deleted unless first deleted out of the Income Account setup in Manager.

- If you want to change the name of the Manager income account, or change the GL code, this must be done in the Manager program and it will then update it in QuickBooks during the next sync. In Manager, go into the Setup button > Standard Tables button > Income/Payment Types tab > Select account and click the Edit button.
- Want to create your own chart of accounts? You can create all the accounts you want on your own, just do not edit or delete the Integrator-controlled accounts. You can also relink some of the M1SK accounts to your custom accounts. Go into Company Menu > Mitchell1/Shopkey Integrator SE > Settings. Say "Yes" to syncing the accounts and close the sync window when it finishes. Under the Accounts tab you can select from any of the accounts listed to redirect into. Make sure to hit "Save" at the bottom when finished.

INTEGRATOR ACCOUNTS –

- **M1SK Default Bank for PM**

This is the default bank we add. Nothing will go in here, it uses the payment options to decide what goes into the bank or what goes into Un-deposited Funds. You'll want to rename this bank or delete it and link to your own bank in the settings.

- **M1SK Default AR**

Accounts Receivable account. This can be renamed or relinked to the normal Accounts Receivable.

- Unpaid invoices will be entered into this account along, with credit memos.

- **M1SK Default AP**

Accounts Payable account. This can be renamed or relinked to the normal Accounts Payable account.

- Inventory and non-inventory parts on a Purchase Order will be entered into this account.

- Sublet on an invoice with a vendor selected and a cost entered will be entered into this account.

- **M1SK Default Income**



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Any parts, labor, or sublet line items on invoices where the account class is set to "none" will go into this account. Line items should always have an account class selected.

- **M1SK Default COGS**

Due to a limitation in QuickBooks, only the cost of inventory parts will sync into QuickBooks. Non-inventory parts do not have a place to link to a cost of goods sold account.

- Inventory items sold on invoices will have the cost be entered into this account.

- **M1SK Default Expense**

- Non-inventory parts on purchase orders will be entered into this account.

- Sublet on an invoice with a vendor selected and a cost entered will hit this account.

- **M1SK Default Asset**

This account calculates the amount of inventory sitting on your shelf. It simply does a calculation of cost multiplied by quantity on hand of all inventory items. E.g., Five parts at five dollars will put twenty-five dollars in this inventory asset account.

- When you purchase a part through a purchase order or manually increase the quantity on hand of a part it will increase this account.

- When you sell a part through an invoice or manually decrease the quantity on hand of a part it will decrease this account.

- **M1SK Default Liability**

There is no functionality built in for this account. Despite it never being used, the integrator still does not want you to delete this account.

- **M1SK Default Invadj**

The adjustment account is used in two specific transactions when synchronizing. It is only used by ManagerPlus/Shop Management customers, and only when inventory QOH is manually increased or decreased in our program. We cannot assume what happened to cause that QOH to increase or decrease as there is no purchase order nor invoice associated with these transactions. The inventory parts could have been stolen causing a decrease, or, parts might have been found that were paid for by check or cash sometime well in the past; we have no way of knowing the reason behind the



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change. Because of this uncertainty and lack of a paper trail, these QOH adjustments will increase or decrease your Asset account in QuickBooks and it will also be entered into the Adjustment account. If an invoice or purchase order were involved, as they should be, it would NOT be entered into this adjustment account and would instead be entered into your COGS or your AP accounts. It is the accountant's responsibility at every shop to do the correct journal entry against each adjusting entry depending on which account they think it should be adjusted to. The adjustment account should be an income account by default, causing it to show up on your Profit & Loss statements. This serves as a good reminder for you to do these journal entries. You can set the Adjustment account type to "Other Current Asset" if you'd like, but it will then still show up on your Balance Sheet report.

REPORTS –

There are a few reports in the Mitchell1/Shopkey Manager program that are most accurate for accounting purposes. You'll want to stick to these reports when comparing to your QuickBooks reports.

- Sales Receipt Summary: This report is the most accurate report we have for all accounting purposes. This is the report you will want to use when comparing to QuickBooks' Sales Tax Liability report and the Profit and Loss Standard report.
- Invoice Profit Summary: This Manager report will show you the cost of parts, labor, and sublet for each individual invoice and will also show you the revenue from those parts, labor, and sublet. This allows you to see exactly how much profit you made. At the bottom, it will show you the total cost and revenue for all parts, labor, and sublet for the entire date range in which you ran the report for. This report is helpful for manually entering in costs to QuickBooks, if needed. The QuickBooks integrator only brings over the cost of inventory parts (see "Synchronization") and never brings over the cost of labor, which is accounted for with your payroll.
- Posted Orders: Since only posted invoices synchronize into QuickBooks, the posted orders report should show you exactly which invoices should be found in QuickBooks. Some shops run this report daily and compare it to what is synchronized into QuickBooks.
- Cash Receipts By Payment Type: This report will show you which payments were made and can be compared to which payments you should see in Undeposited Funds after a synchronization.



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BACKING UP –

- Every time you click on "Synchronize," it will immediately ask you if you would like to backup. You will want to hit "Yes" every time. We will need this backup to troubleshoot or to reinstall. You will also want to do backups for your Quickbooks company file separately and at this same time. The Integrator database is now part of your Manager SE 6.4 database. To change the location the Manager/QBI backup go into Manager SE, click Configurations Menu > Special Maintenance > Database Backup. By default it is saved to C:\ProgramData\M1-SK\backup\

SUPPORT –

- To call in for support dial 888 724-6742 and then ask for Technical Support. If it is an issue regarding your Manager program, our Techs can assist you right away. If the issue is regarding the Quickbooks Integrator specifically, those Manager-trained Techs will set up a callback for you in which we call you back in the order the calls came in. Depending on how many people are ahead of you in line, this callback could take 24 to 48 hours.