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QuickBooks Troubleshooting

TRAINING AND REFERENCE MANUAL

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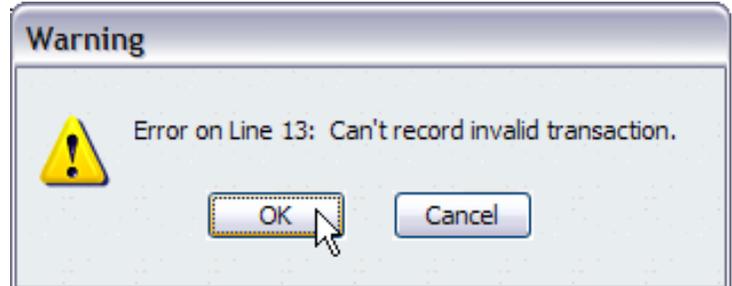
QuickBooks Troubleshooting Guide

When Exporting from Summit to QuickBooks, there are 4 main issues that can occur. This guide will explain each of these 4 issues and how to fix them.

Duplicate Name Issue

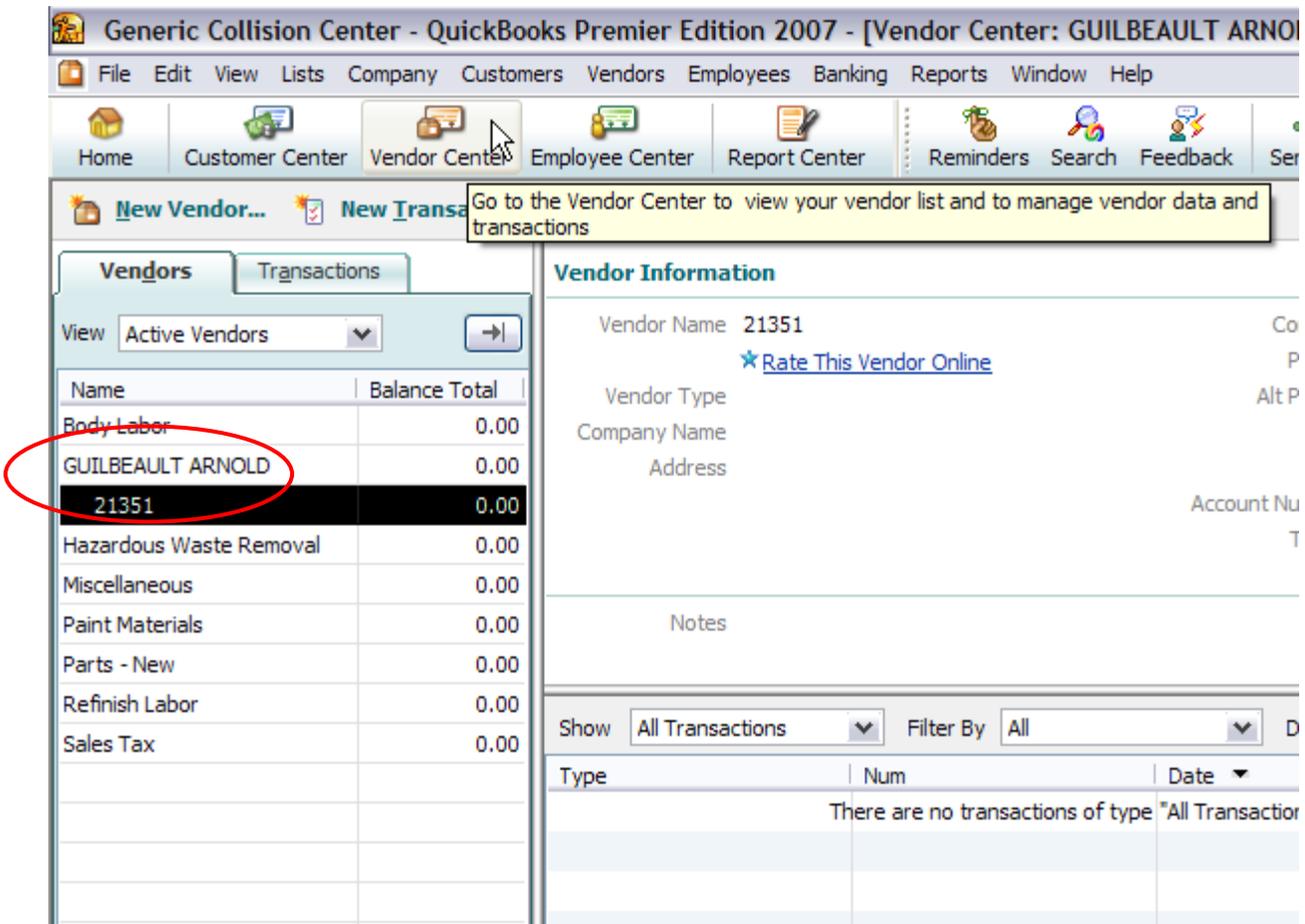
QuickBooks will not import a customer name if that name already exists in QuickBooks Vendor or Other Names lists. This is a QuickBooks limitation.

This Issue will not give a specific error, the error will simply say "Error on line . . ."



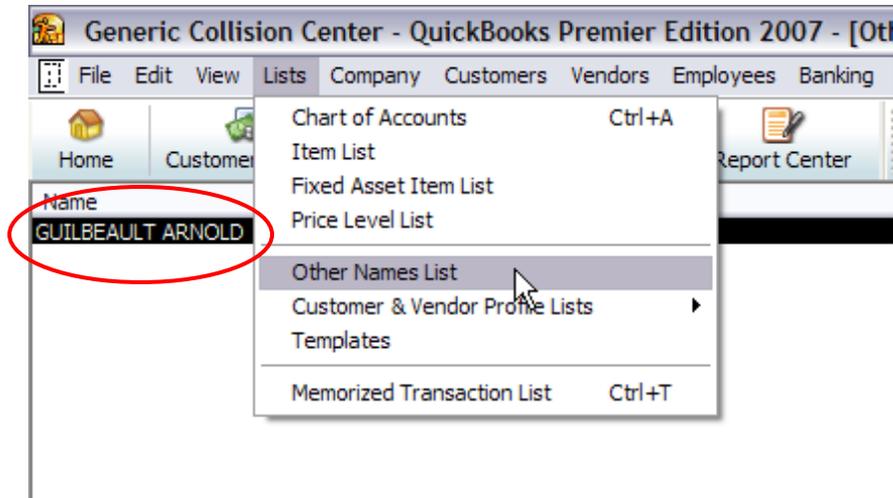
To see if this error is a Duplicate names Issue, you will need to make sure the customer name you are trying to import is NOT in the Vendor List or Other Names List.

Vendor List:

A screenshot of the QuickBooks Premier Edition 2007 interface. The window title is "Generic Collision Center - QuickBooks Premier Edition 2007 - [Vendor Center: GUILBEAULT ARNOLD]". The menu bar includes File, Edit, View, Lists, Company, Customers, Vendors, Employees, Banking, Reports, Window, and Help. The toolbar has icons for Home, Customer Center, Vendor Center, Employee Center, Report Center, Reminders, Search, and Feedback. A tooltip over the Vendor Center icon says "Go to the Vendor Center to view your vendor list and to manage vendor data and transactions". The main window is divided into two panes. The left pane is titled "Vendors" and shows a table of active vendors. The right pane is titled "Vendor Information" and shows details for the selected vendor. In the Vendors table, the vendor "GUILBEAULT ARNOLD" with ID "21351" is circled in red. The Vendor Information pane shows "Vendor Name: 21351" and "Vendor Type: Alt P".

Name	Balance Total
Body Labor	0.00
GUILBEAULT ARNOLD	0.00
21351	0.00
Hazardous Waste Removal	0.00
Miscellaneous	0.00
Paint Materials	0.00
Parts - New	0.00
Refinish Labor	0.00
Sales Tax	0.00

Other Names List:



If the name exists in the Other Names List, delete it by holding Ctrl and clicking "D" on your keyboard.

If the name exists in the Vendor List, you will need to edit the name and make it different. We recommend putting a period "." at the end of the Vendor Name.

Missing Account Number

QuickBooks will not import if there are any accounts missing, you will get the following error upon importing into QuickBooks:

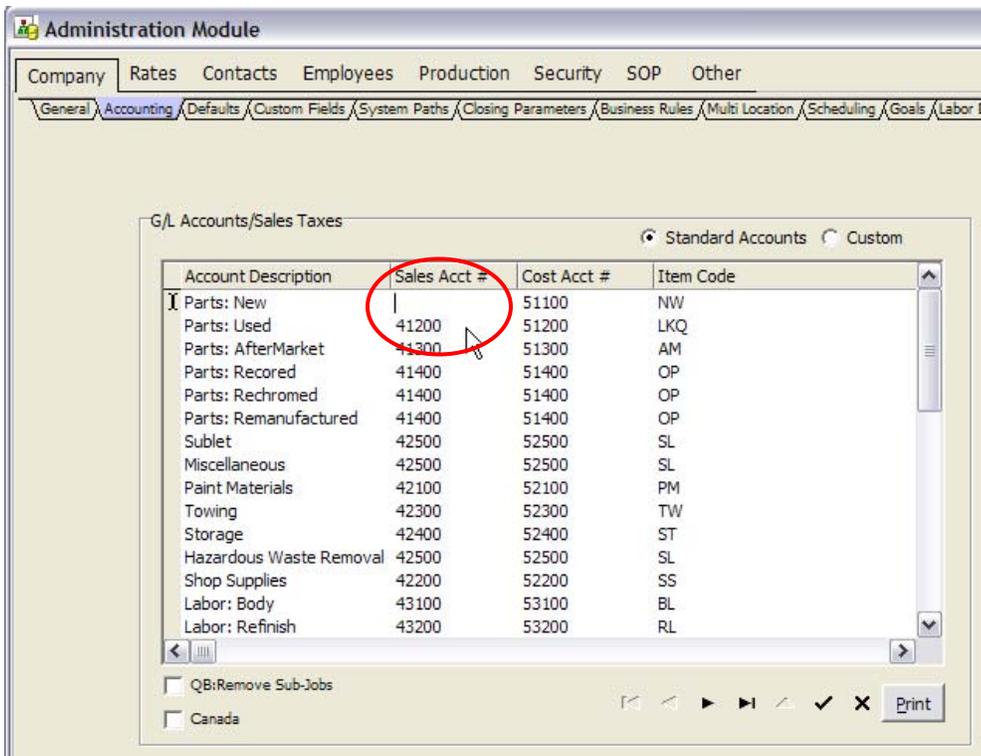


This error means that your account number setup is not correct, you will need to compare your accounts in Summit with your accounts in QuickBooks to see what is missing or incorrect.

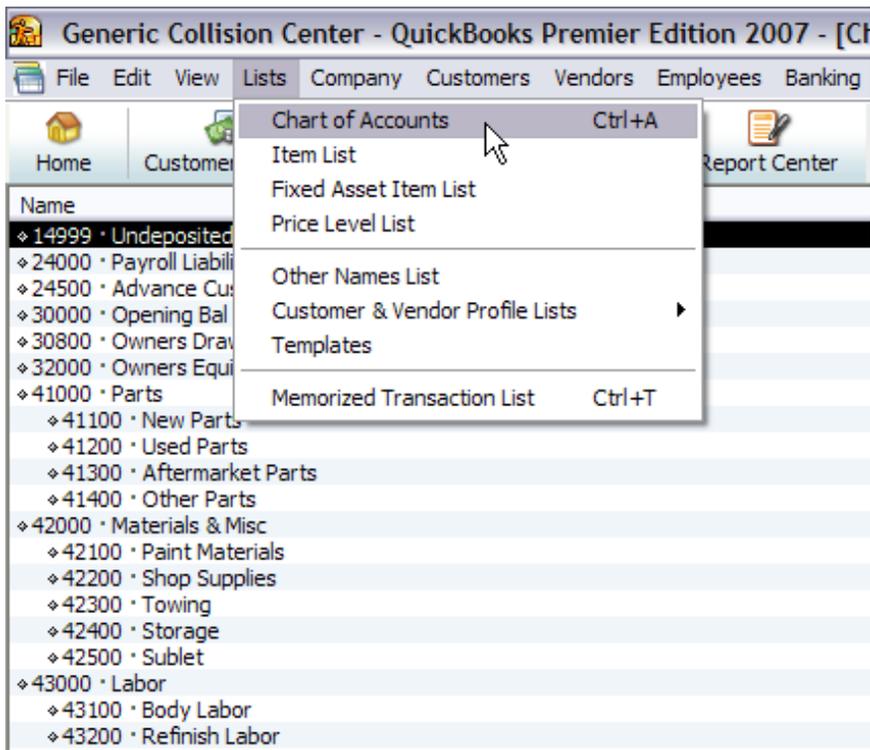
NOTE: Use the following table to match Summit's accounts with QuickBooks accounts.

	Income Accounts	Cost Accounts	Item Codes
Summit	Sales Acct #	Cost Acct #	Item Code
QuickBooks	Income	Cost of Goods Sold	Item Code

Summit:

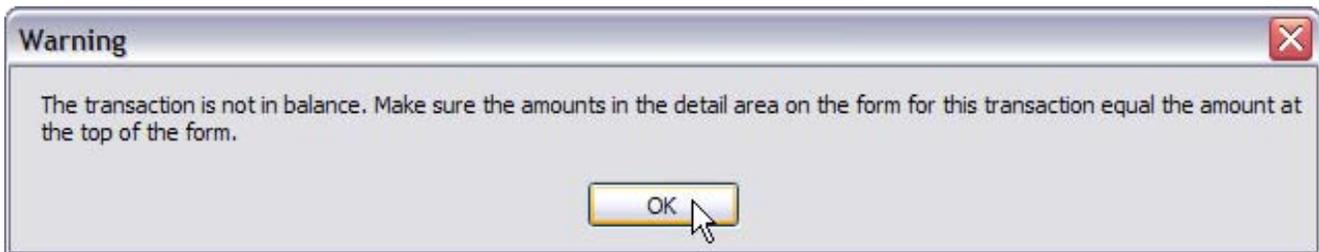


QuickBooks:



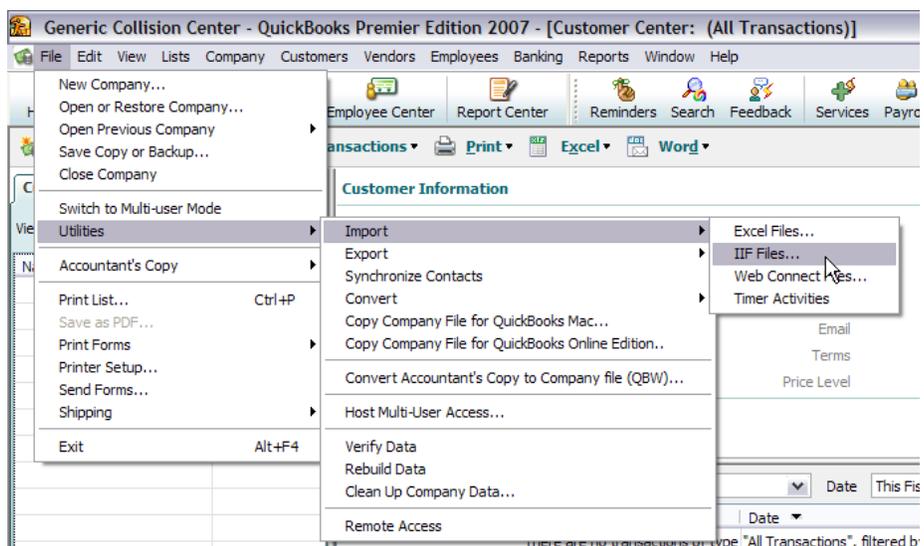
Transaction Not in Balance

You will receive the following error upon importing into QuickBooks for this Issue:

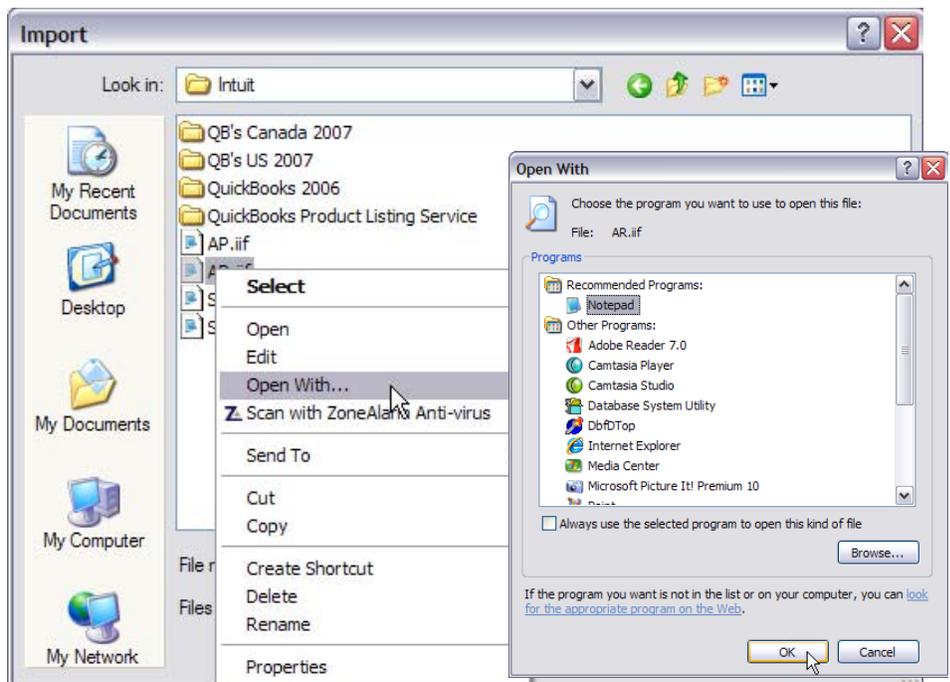


To fix this issue, you will need to open the .iif file in a Notepad:

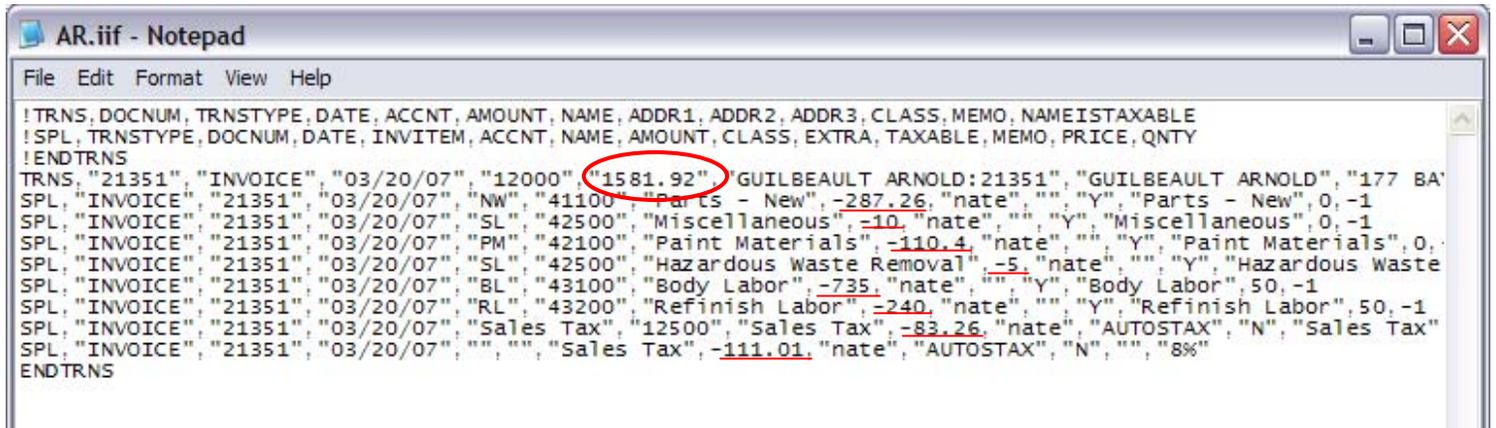
- Click File
- Select Utilities, then Import, and then IIF Files...



- Right click on AR.iif
- Select Open With...
- Choose Notepad from the list and click OK.



The following screen will appear in Notepad:



```
!TRNS, DOCNUM, TRNSTYPE, DATE, ACCNT, AMOUNT, NAME, ADDR1, ADDR2, ADDR3, CLASS, MEMO, NAMEISTAXABLE
!SPL, TRNSTYPE, DOCNUM, DATE, INVITEM, ACCNT, NAME, AMOUNT, CLASS, EXTRA, TAXABLE, MEMO, PRICE, QNTY
!ENDTRNS
TRNS, "21351", "INVOICE", "03/20/07", "12000", "1581.92", "GUILBEAULT ARNOLD:21351", "GUILBEAULT ARNOLD", "177 BA
SPL, "INVOICE", "21351", "03/20/07", "NW", "41100", "Parts - New", -287.26, "nate", "", "Y", "Parts - New", 0, -1
SPL, "INVOICE", "21351", "03/20/07", "SL", "42500", "Miscellaneous", -10, "nate", "", "Y", "Miscellaneous", 0, -1
SPL, "INVOICE", "21351", "03/20/07", "PM", "42100", "Paint Materials", -110.4, "nate", "", "Y", "Paint Materials", 0,
SPL, "INVOICE", "21351", "03/20/07", "SL", "42500", "Hazardous Waste Removal", -5, "nate", "", "Y", "Hazardous Waste
SPL, "INVOICE", "21351", "03/20/07", "BL", "43100", "Body Labor", -735, "nate", "", "Y", "Body Labor", 50, -1
SPL, "INVOICE", "21351", "03/20/07", "RL", "43200", "Refinish Labor", -240, "nate", "", "Y", "Refinish Labor", 50, -1
SPL, "INVOICE", "21351", "03/20/07", "Sales Tax", "12500", "Sales Tax", -83.26, "nate", "AUTOSTAX", "N", "Sales Tax"
SPL, "INVOICE", "21351", "03/20/07", "", "", "Sales Tax", -111.01, "nate", "AUTOSTAX", "N", "", "8%"
ENDTRNS
```

The circled amount is the Total amount for the RO. The underlined amounts are for the individual cost centers (New Parts, Body Labor, etc.). The underlined amounts should add up to the circled amount.

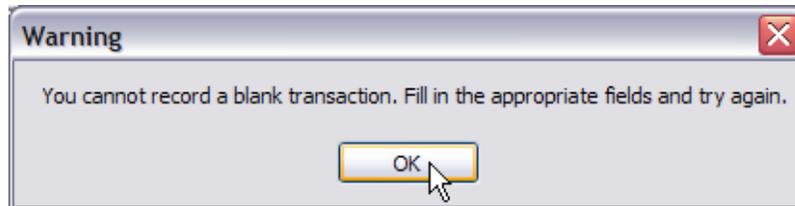
The Transaction not in Balance Issue means that the individual amounts DO NOT add up the Total amount, normally it's off by a penny. To fix this, change either the Total amount or one of the individual amounts to make them match. Then save the changes and re-import the AR.iif file.

For example:

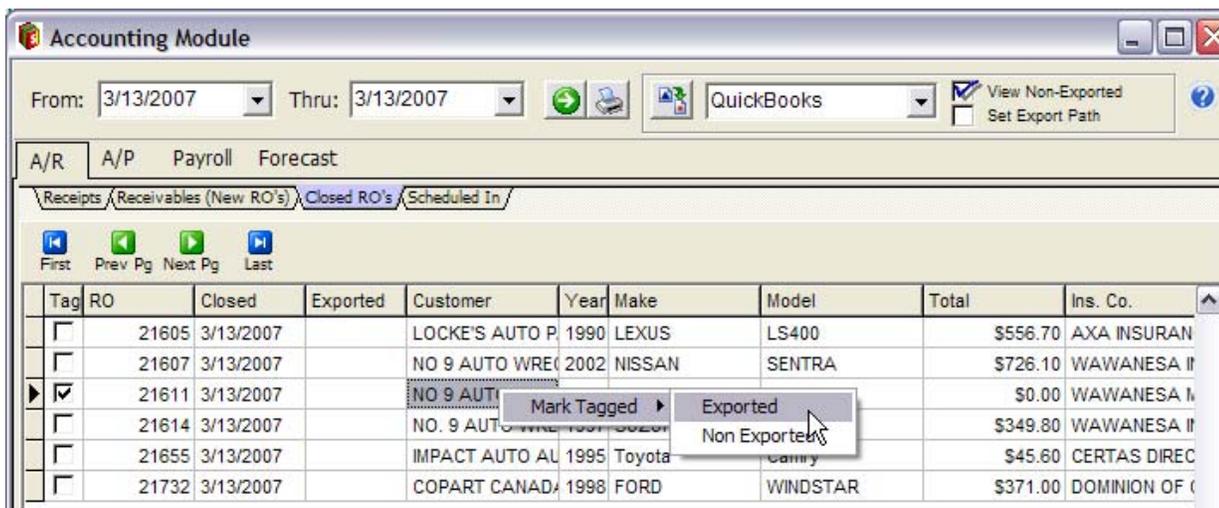
$$287.26 + 10 + 110.4 + 5 + 735 + 240 + 83.26 + 111.01 = 1581.93$$

Zero Balance Transaction

QuickBooks will not import a transaction with a zero balance. This is a QuickBooks limitation. Instead you will get the following error:



You will need to enter these zero balance transactions manually into QuickBooks, then mark them as exported in Summit's Accounting Module.



Marking an item as exported in Summit's Accounting Module will not export the file, it will only show it as exported. To do this:

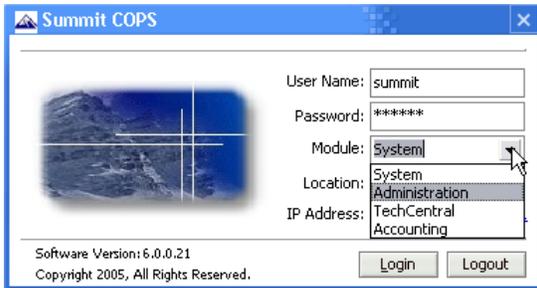
- Tag the line you wish to mark as exported
- Right click anywhere on the screen
- Select Mark Tagged
- Click Exported
- The file will turn Green as if it had been exported.

Import/Export Issues

The most common reason why you are unable to import into QuickBooks is because the Summit Export Path and the QuickBooks Import Path don't match. Here's how to check or set these paths to make sure they match.

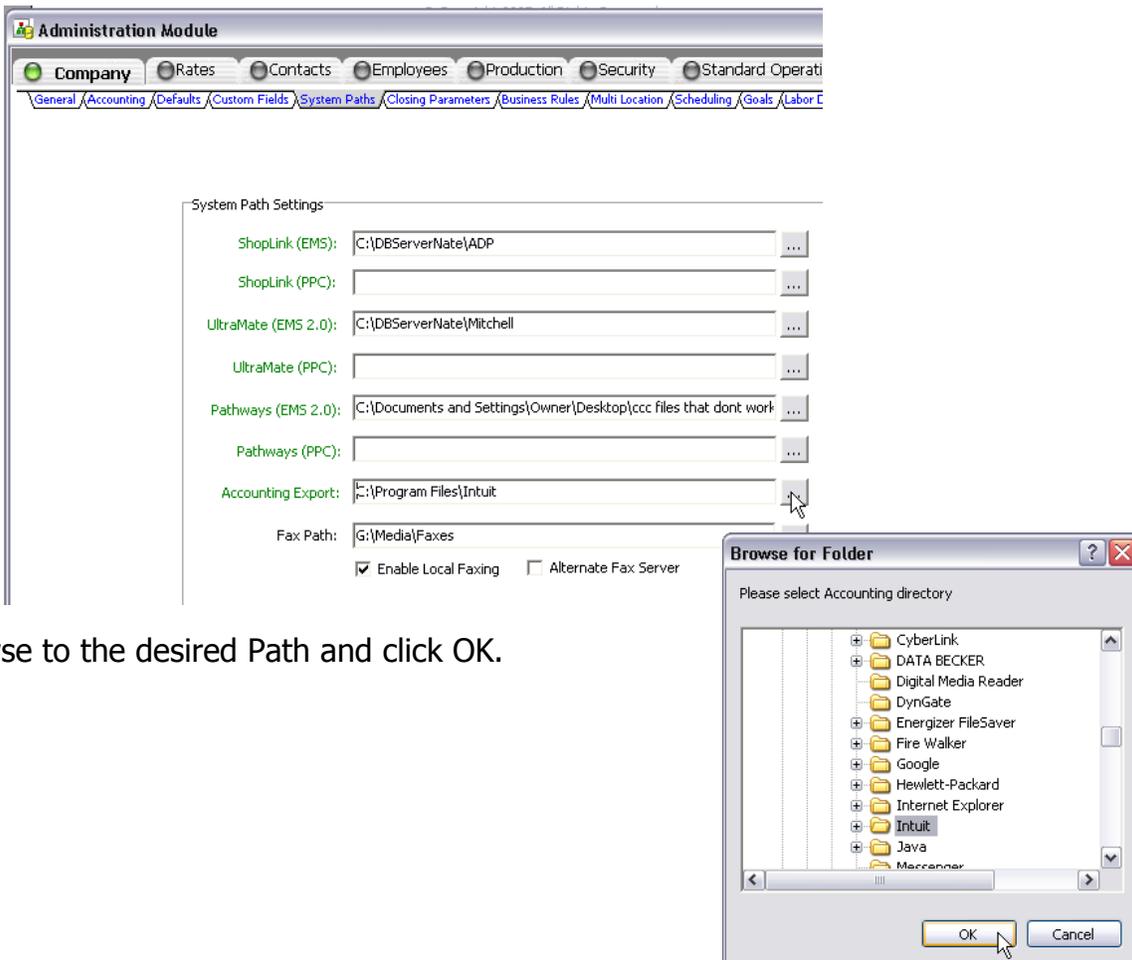
Setting the Summit Export Path

Log into Summit's Administration Module



Go to the System Paths Tab.

Click the browse button next to the Accounting Export path



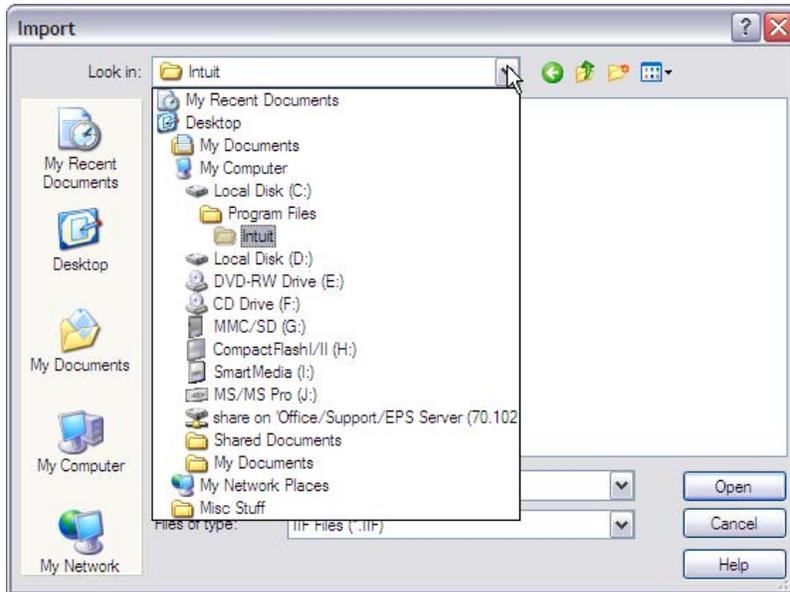
Browse to the desired Path and click OK.

Setting the QuickBooks Import Path

Go to the QuickBooks Import screen

- File
- Utilities
- Import
- IIF Files

Click the Dropdown arrow at the top of the screen and browse the desired path.



NOTE: Summit's Export Path and QuickBooks Import Path have to be the same folder.