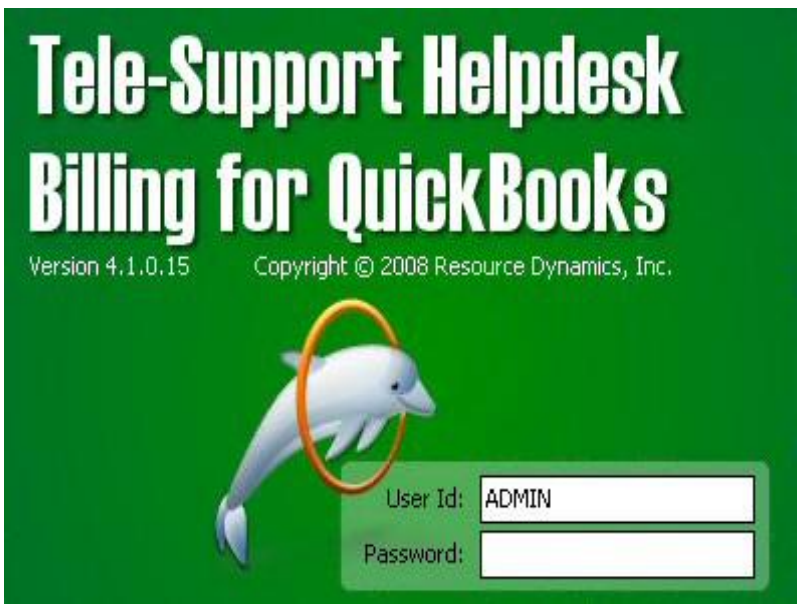
Tele-Support HelpDesk

Billing for QuickBooks

***an add-on for* Tele-Support HelpDesk**



Compiled 4/28/2009

Overview

The "Billing for QuickBooks" add-on for Tele-Support HelpDesk allows you to create invoices, quotes, or sales orders in QuickBooks from "time and material" data that is created in HelpDesk.

The advanced time and material billing in HelpDesk allows for the entry of various costs, i.e. materials and labor and will produce detailed billing reports. This module further extends this ability by providing a means to transfer this billing data directly into QuickBooks.

Requirements:

Tele-Support HelpDesk (with Billing for QuickBooks enabled)
Quick Books 2006 to 2009 (either premier, professional, or enterprise)

Installation

First, make sure you have added Billing for QuickBooks to your Tele-Support HelpDesk license. This IS an add-on for HelpDesk and as such, IT MUST BE LICENSED TO ENABLE THIS FEATURE.

Installation is simple. You are already installed. However there are some first time configuration items you must employ.

Verify that you have the run time executable in your HelpDesk "Server" directory. It's called **QBBILLING.EXE**. Then create a short cut for this executable (if you want it on your desktop) for easier execution. *We don't create the shortcut automatically because most installations will only run this from a selected workstation*.

How it works

First, everything is based on you creating billing data in Tele-Support HelpDesk. This is done by employing the HelpDesk feature "Advanced Time and Materials" as found in the standard version of Tele-Support HelpDesk. See "Advanced Time and Materials Billing" in the HelpDesk Admin Guide, Chapter 19.

Inside HelpDesk, you create charges based either on

- time at a given rate per hour, or
- fixed costs, such as mileage or products and services for sale.

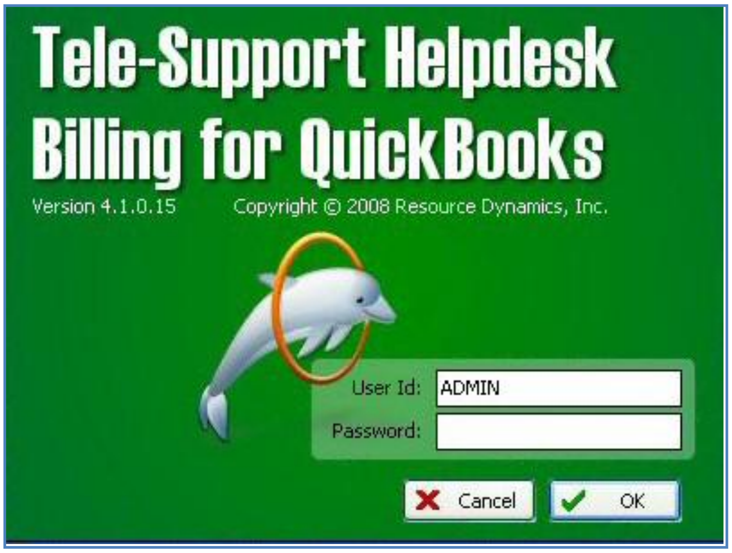
Before Starting

Review your billable charges in HelpDesk using the built in reports in HelpDesk for advanced Time and Materials charges. Verify your entries look accurate.

Running the QBBILLING

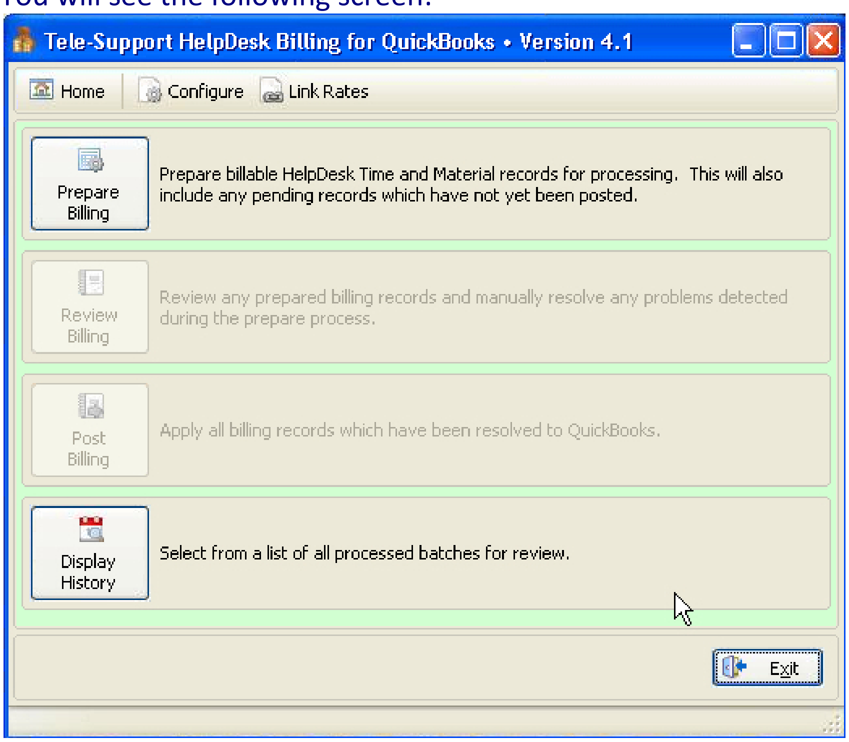
IMPORTANT NOTE: Though not required, it is HIGHLY ADVISED to START QUICKBOOKS prior to running QBBilling. If you do not start QuickBooks first, it will run VERY slowly while QB is opened and closed for every transaction….. so START QUICKBOOKS FIRST.

Run the program QBBilling.EXE. It will bring up the login screen as follows:



Enter your HelpDesk User ID (you must be a HelpDesk Supervisor) and Password. Additionally, HelpDesk must be licensed to run Billing for QuickBooks. It will give you a message if you are not licensed.

You will see the following screen:



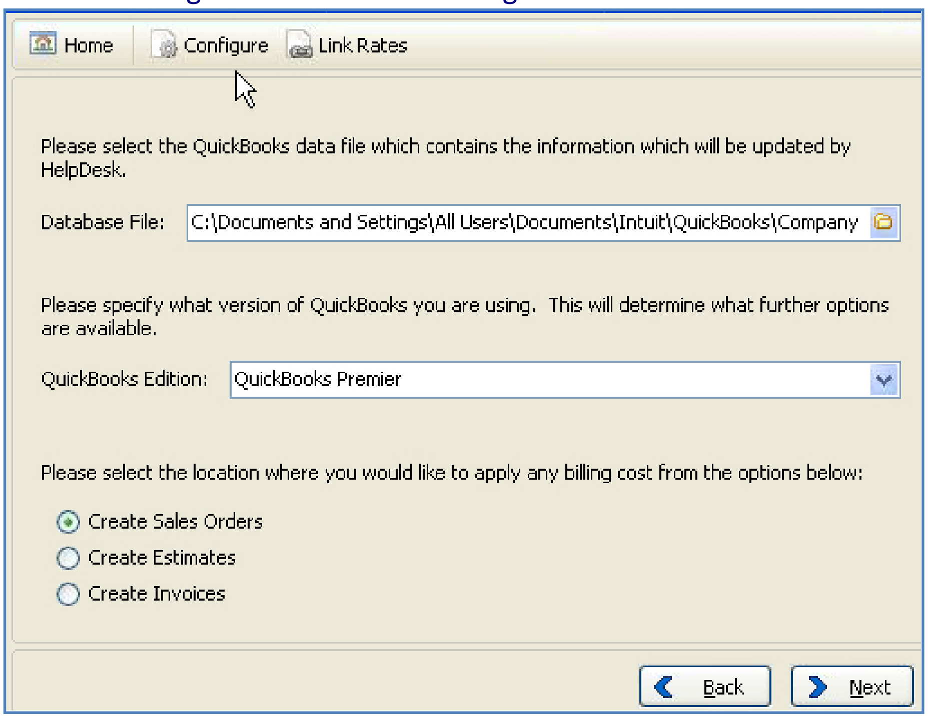
Configuring Billing for Quick Books

Home

You'll notice a menu across the top. The "Home" button refers to the current screen, the opening "home" screen.

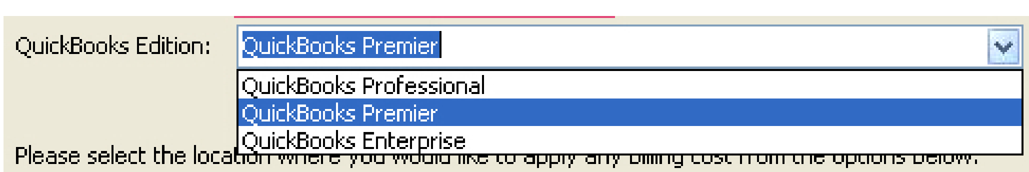
Configure

Click on 'Configure' to see the following screen:



IMPORTANT NOTE: It is important that before you run this configuration, you log into Quick Books with the user rights you want to be available later. The FIRST TIME you run this configuration, QuickBooks will ask for and verify that QBBilling.EXE is a valid program and should be allowed to interface to QuickBooks.

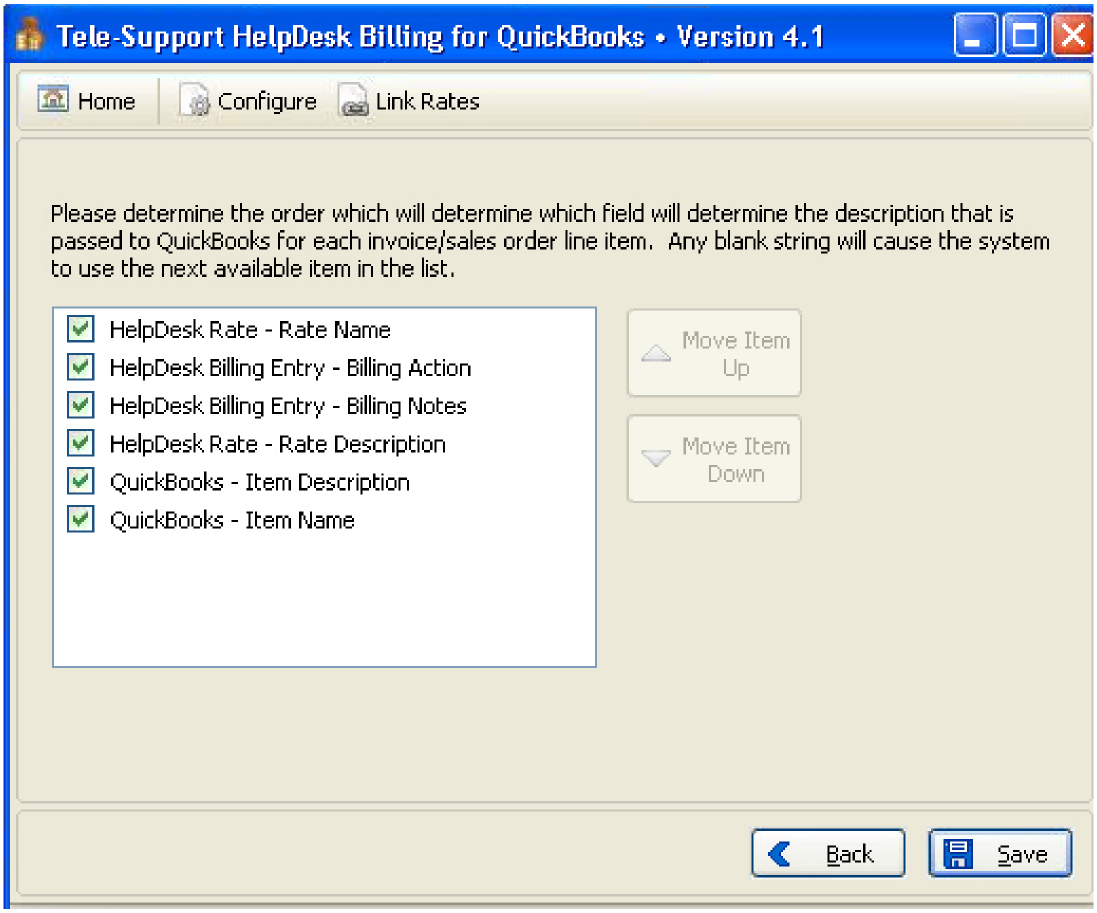
For "Database File", browse and choose which QuickBooks database you want to use. Then choose the QuickBooks edition you are using. Choices are:



Choices are, Professional, Premier, or Enterprise. Some features (like creating 'sales orders' are only available in Premier and Enterprise.

Finally, choose the kind of document you want to create in QuickBooks, either a "Sales Order", a "Quote", or an "Invoice". We suggest either a sales order or quote as those are "non accounting" documents that do not affect the general ledger until converted into invoices.

Click on "next"



Here we have the option of choosing what the actual line item will be called in the QuickBooks document. The above screen says the following when it comes to 'what to display' in the invoice, sales order, or quote in QuickBooks. The list may be reordered with the move up and move down buttons.

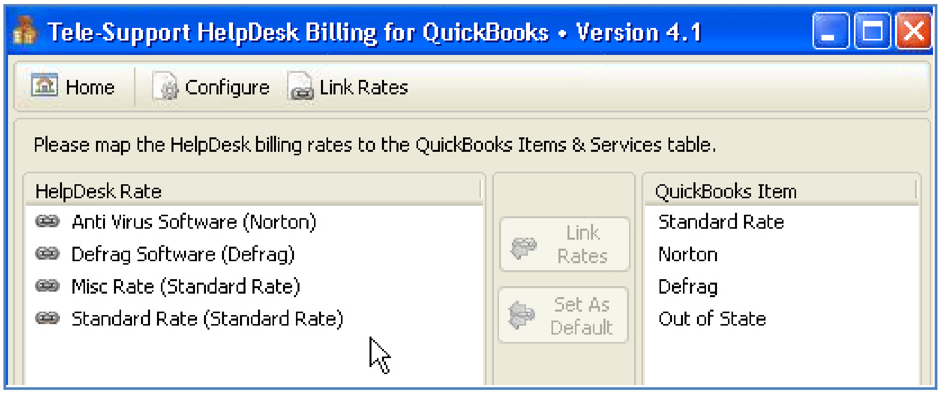
First, use the actual name in the HelpDesk Rate table, if that's blank, then use the Billing Action field in the HelpDesk time record. If that's blank, use the contents of the HelpDesk billing entry notes. If that's empty, use the HelpDesk Rate Description. If that's blank, then use the QB item description. If that's blank, then user the QB item name. If a box is not checked, then it is skipped for consideration.

Save the configuration. You are returned to the "Home" screen

Linking Rates

The final tab allows you to make sure that the “accounting code” you used in the HelpDesk ‘time and materials’ module matches an “item code” inside of QuickBooks. This is important so that line items can be identified between HelpDesk to QuickBooks.

Click on Link Rates and see the following screen:

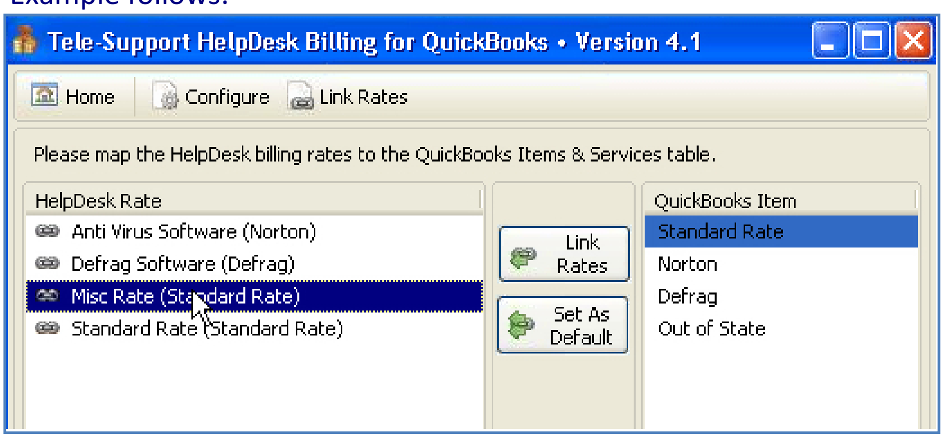


The left hand column contains the names of the different rates entered in the HelpDesk rate table.

The right hand column represents the QuickBooks “Item” list.

You must make sure they match by clicking on a HelpDesk rate and if the corresponding item in the QB list is not highlighted, click on the right entry. Do this for every item in your HelpDesk column. (Don’t worry, if you miss something, QBBilling will find those that have no link).

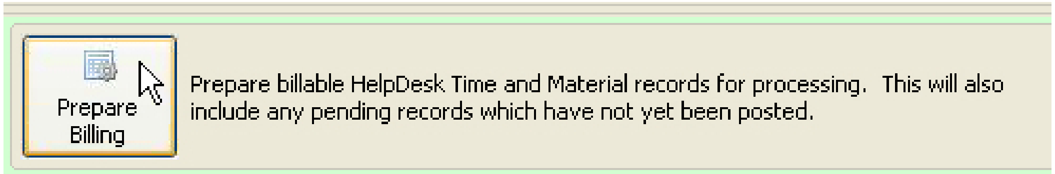
Example follows:



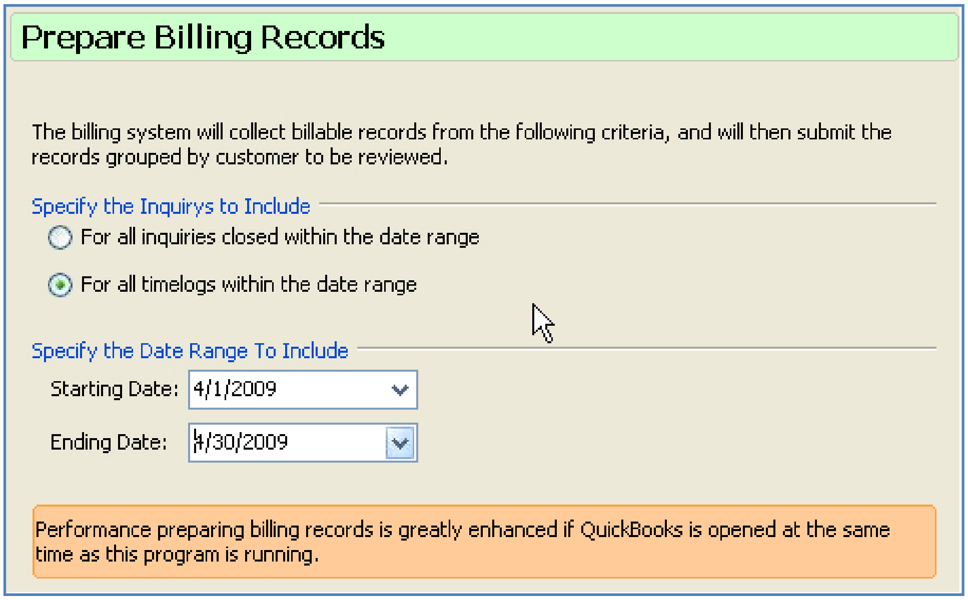
You can choose a QuickBooks item listing to use as a default, i.e. if there is a QuickBooks item with no link to a HelpDesk item (accounting code), it will assign the default item in Quickbooks.

Preparing the Billing

From the main menu, select “Prepare Billing”



You will then see the following:



There are two ways that you can choose to determine which “unbilled” time and material records to post. NOTE: No individual transaction will be billed more than once. Once “posted” to QuickBooks, it is marked in HelpDesk as “posted” so that it cannot be reposted again.

The two different ways to select what records to bill are:

All <u>inquiries</u> closed within a date range

This option looks at all inquiries that have been closed in a given date range. It’s for companies that do not wish to bill a client until the inquiry is complete and closed.

All <u>time logs</u> within a date range

This option looks at the actual date range of each time and material transaction, and if it falls within the time range (and has not been billed previously), then it is selected. This would be used for companies who like to bill all transactions within a given time period, regardless of whether the inquiry is open or closed. This is probably the most common choice chosen.

After making your selection of the two types, you should select the date range required.

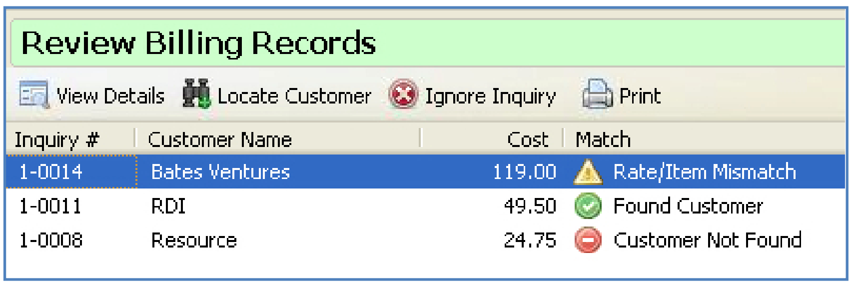
(Note: to make sure you haven't missed any transactions, you can always input the 'from' date with a much earlier date to make sure you pick up any transactions that might have been missed.)

After making your selections, press "Next" to take you to the next phase, "Review Billing". (You could also click on Home, then select "Review Billing". They both take you to the same place.

Review Billing

Billing for QuickBooks will now check several things about the selected transactions. Each 'unbilled' transaction falling within the date range you selected will be listed with a validation status shown for each transaction.

Here's an example of a possible screen you might see and what each validation code means:

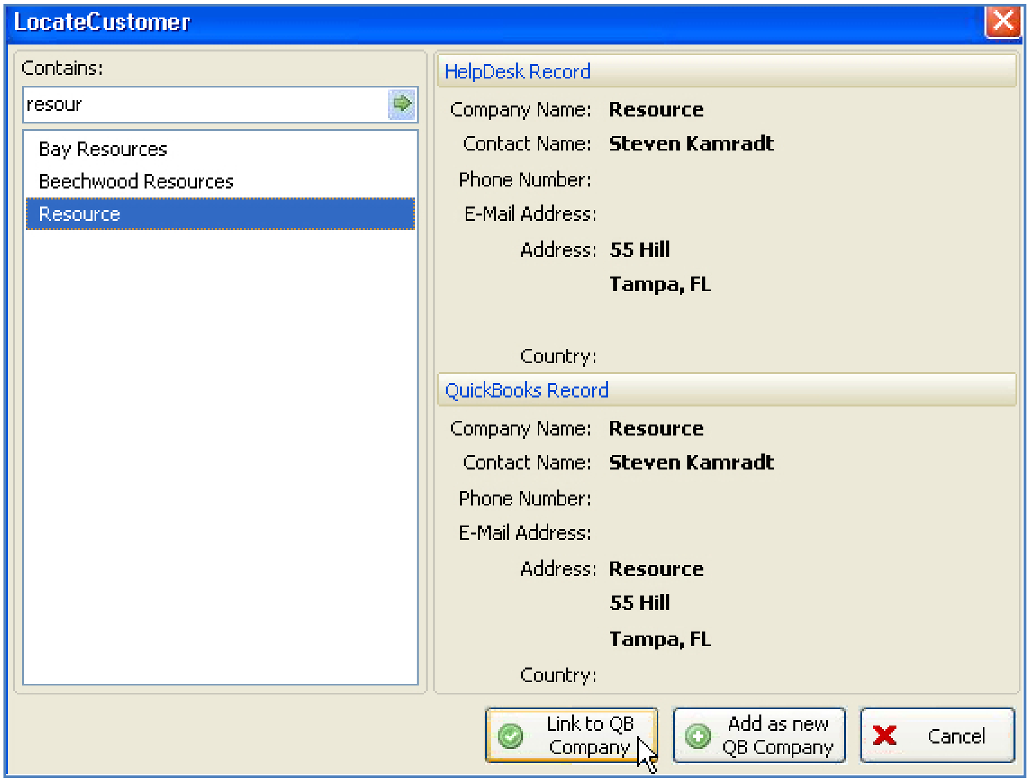


The first line item above, "Rate/Item Mismatch" means that the "Accounting Code" used in HelpDesk does not match up with the "Item Code" as found in QuickBooks. Highlight the item and then click on "View Details" to determine what code is at issue. You can resolve this by going back to the "Link Rates" and correcting the problem…. Or you may have to go to QuickBooks and add the item code there, then return to 'link rates' to link the HelpDesk accounting code to the Item Code in QuickBooks.

The second item, the green circle with a check mark, means all is ok with this transaction and that it has a valid linked item code and it has matched the customer name in HelpDesk to the customer name in QuickBooks.

The third item, 'Customer Not Found' means that either the HelpDesk customer does not exist in Quick Books, or does exist but with a different name. In either case, we need to search QuickBooks and either find the record in QuickBooks to link to or we can add a new customer record, right from HelpDesk into QuickBooks.

Click on "Locate Customer". You will see the following screen:

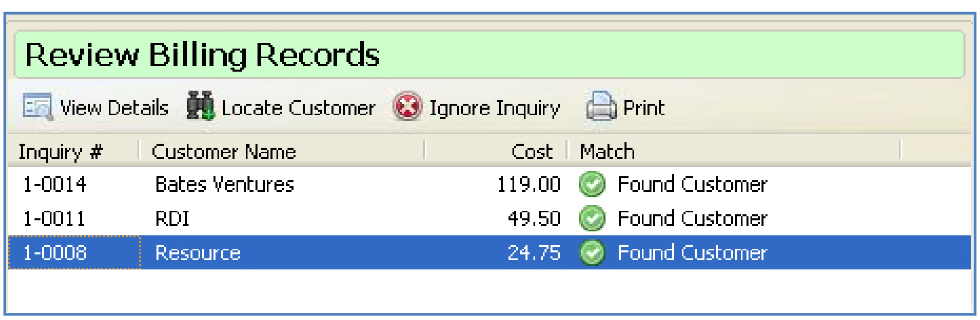


In the above screen, we entered in the search box ‘resour’ and then clicked on the green arrow. This will do a “contains in” search for Company Name in QuickBooks. In this case, we found three choices. Clicking on Resource, the company information is filled in from QuickBooks on the bottom right of this screen.

At this point, we have the following choices:

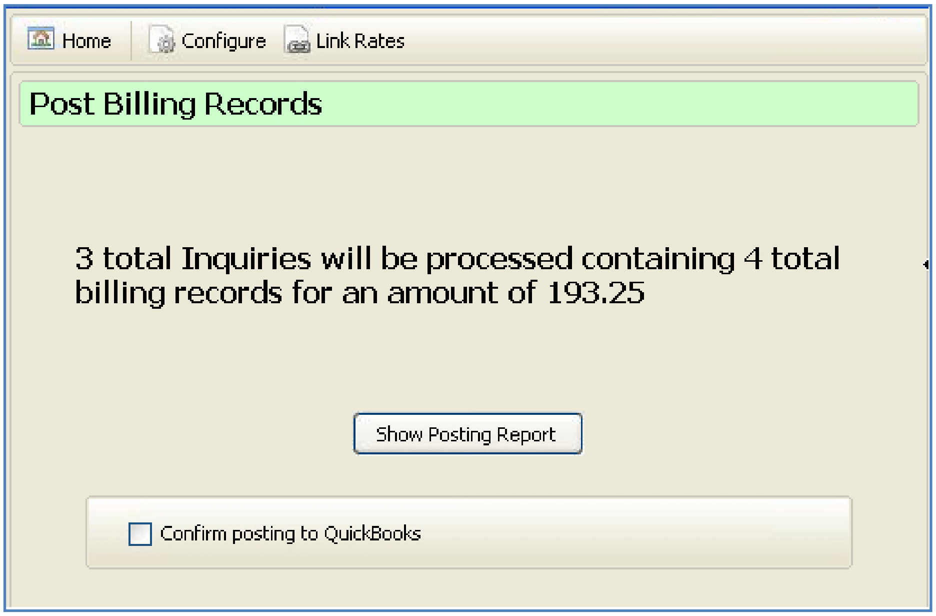
We can “Link” the billing transaction to the QuickBooks company. We can add the information from HelpDesk and create a new company inside QuickBooks, or we can cancel and not do either of the previous actions (because we always have the option of not including this inquiry now while we check out the answer and then come back and bill the next billing cycle).

Once we’ve corrected everything, we should see a screen like the following:



Post Billing Records

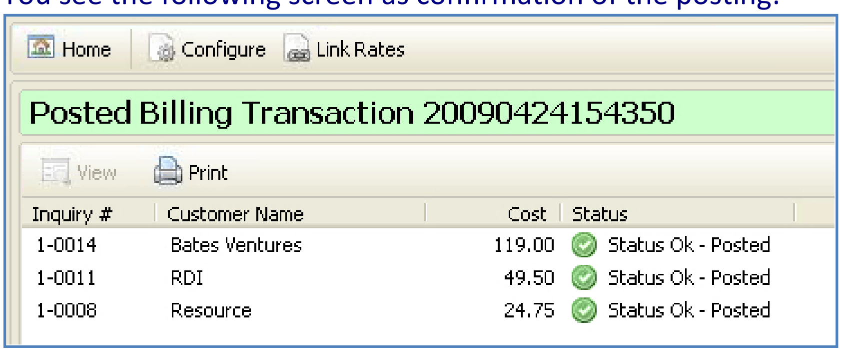
You'll next be brought to the 'Post Billing Records' screen which appears as follows:



You'll probably want to first print or view the 'Posting Report' to verify that everything looks as you believe it should (you can print it again after posting as well). Click the "Confirm" box and then Next to actually perform the posting.

Your records will not be posted to QuickBooks in the format you requested.

You see the following screen as confirmation of the posting:

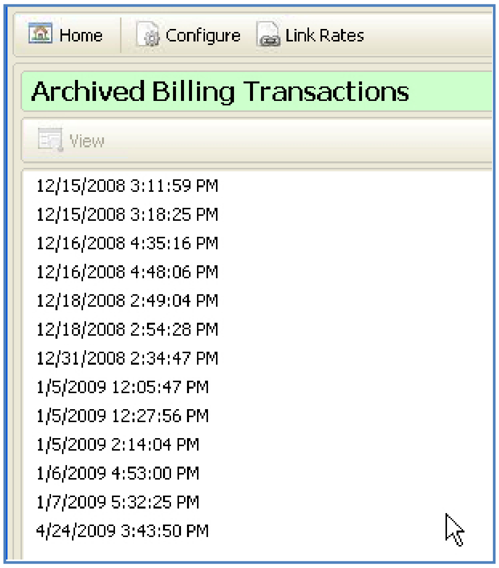


Click on "Home"

Printing the final billing report

From the 'Home' screen, click on the Display History. This will list the previous batches of transactions that have been billed to QuickBooks.

Click the above to see the list of batches.



Double click on the desired batch. You will see a display of the transactions of the chosen billing batch. The report may look something like the followings:

Tele-Support HelpDesk QuickBooks Posting Report

Report Generated 4/24/2009 3:45:03 PM

InqNo	Company Name	City, State	Telephone	Total Cost	Posted

Bates Ventures

InqNo	Company Name	City, State	Telephone	Total Cost	Posted
1-0014	Bates Ventures	Tampa, FL 12345		$119.00	

Date	Description	Acct. Code	Units	Rate	Cost
4/24/2009	Norton Ghost	Ghost V14	1.00	69.00	$69.00
4/24/2009	Standard Rate	Standard Rate	2.00	25.00	$50.00

Total Cost for: Bates Ventures **$119.00**

RDI

InqNo	Company Name	City, State	Telephone	Total Cost	Posted
1-0011	RDI	,	727-367-1020	$49.50	

Date	Description	Acct. Code	Units	Rate	Cost
4/24/2009	Misc Rate	Standard Rate	0.50	99.00	$49.50

Total Cost for: RDI **$49.50**

Resource

InqNo	Company Name	City, State	Telephone	Total Cost	Posted
1-0008	Resource	Tampa, FL		$24.75	

Date	Description	Acct. Code	Units	Rate	Cost
4/24/2009	Misc Rate	Standard Rate	0.25	99.00	$24.75

Total Cost for: Resource **$24.75**