

# **ServiceLedger Getting Started Guides**



## **ServiceLedger QuickBooks Link User Guide**

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## **ServiceLedger QuickBooks Link Overview**

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The ServiceLedger QuickBooks Link is designed to significantly reduce, if not eliminate, the need for duplicate data entry between ServiceLedger and QuickBooks. The main function of the link is to provide a conduit to transfer customer invoices, customer payments, customer credit memos and vendor bills from ServiceLedger to QuickBooks. To support this function, the link will also synchronize customer, vendor, and item information as well as several miscellaneous tables including sales taxes (and sales tax groups), financial classes and all chart of accounts related to revenue, cost of goods and inventory asset accounts.

Generally, the QuickBooks link does exactly what you would do when manually entering data in QuickBooks. ServiceLedger never adjusts your accounts or ledgers directly—instead, it simply creates invoices and bills. Just like when you create your own invoices and bills in QuickBooks, the items on those invoices and bills will show up under the income and expense accounts you've chosen for those items.

It is important to note that the link does not improve, enhance, modify, alter or otherwise change the functionality of QuickBooks.

*Note: This guide assumes that you are using QuickBooks in a generic manner and not using any special workarounds to circumvent existing functionality in QuickBooks, such as bypassing the deposit feature or using inventory items without providing asset accounts. If you believe that you may not be using QuickBooks normally, it is best to email [questions@serviceledger.com](mailto:questions@serviceledger.com) and discuss your intended usage with one of our training staff before beginning to use the QuickBooks link.*

### **Best Practices**

ServiceLedger is a stand-alone application that does not require QuickBooks or any other financial accounting software. ServiceLedger has its own receivables, payables, and inventory control management functionality. Therefore, when integrating with QuickBooks, you will have duplicate receivables, payables and inventory control management functionality in both ServiceLedger and QuickBooks. In order to minimize or eliminate the need for any duplicate data entry, you will need to make some decisions on how best to use the link in the most efficient manner possible—this may include avoiding some features in ServiceLedger that will be better handled by QuickBooks.

One best practice approach is to utilize ServiceLedger to feed enter all customer invoices, credit memos, vendor bills, and vendor credits in ServiceLedger and to use QuickBooks and perform all other accounting tasks, such as recording

payments, paying bills, tracking inventory, etc. This approach allows you to continue to use QuickBooks for all functions you currently perform and just have ServiceLedger feed the invoice and vendor bill information to QuickBooks similar to the way you would enter it in QuickBooks if you were to manually enter it.

Another recommended approach is to do the above, but also record payments in ServiceLedger, which allows you to keep accurate customer balances in both ServiceLedger and QuickBooks.

***Important:*** Entering payments in ServiceLedger can cause issues during export if there are any discrepancies between how those payments were applied in ServiceLedger and QuickBooks. If you enter payments in SL, be sure not to alter any invoices in one program without also making the exact same changes in the other.

Regardless of what approach you use, it's best to formulate and stick to a plan about what records will be entered in which place, and make a decision in advance about what plan you should use based on your business needs.



## **Installing the ServiceLedger QuickBooks Link**

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### **ServiceLedger Services**

In some cases you may wish to hire our services team to assist you in installing and correctly setting up the ServiceLedger QuickBooks Link.

The cost of doing so can vary depending on your needs—for example, a first-time setup is easier than a setup where you've previously used, but stopped using, the link. In most cases, this service will cost only a few hundred dollars.

The benefit of hiring our experts to assist you with installation and setup is that we can ensure that the link is properly installed and set up to meet your accounting, process, and tax needs in advance of transferring any data between the two applications, which can save you a great deal of administrative time correcting errors down the road which you could otherwise encounter if you got started with an improper setup. To schedule an installation, please contact your sales consultant at 940.497.2834 ext 1.

### **QuickBooks Requirements**

The ServiceLedger QuickBooks Link supports the following versions of QuickBooks:

- QuickBooks Pro, Premier and Enterprise 2007-2016
- QuickBooks Canada 2008-2016
- QuickBooks Australia 2008-2016

### **ServiceLedger Requirements**

ServiceLedger supports the following versions of ServiceLedger for the ServiceLedger QuickBooks Link:

- ServiceLedger SMS 2007-2016

In addition to the proper version of ServiceLedger and QuickBooks from the above list, you will be required to enter an activation key prior to using the ServiceLedger QuickBooks Link. If you have not purchased the ServiceLedger QuickBooks Link, please contact sales at 940.497.2834 ext 1 to purchase the link. If you have purchased the link and have not received your registration key, please email [support@serviceledger.com](mailto:support@serviceledger.com) to receive your registration key.

### **Preparing ServiceLedger for the ServiceLedger QB Link**

Prior to installing the ServiceLedger QB Link, please be sure you have performed the following checklist in ServiceLedger:

1. Installed ServiceLedger on your server and workstation.
2. Installed ServiceLedger on a workstation that has QuickBooks installed.
3. Emptied the Demo Database (or installed an Empty Database).
4. Entered your Registration Key for ServiceLedger.

If the above actions have been performed, please follow the actions below to install the ServiceLedger QB Link:

1. Open ServiceLedger to begin the installation.
2. Click on **Administration | Administration** from the file menu.
3. Click on the **Database Administration** option.
4. At bottom of tab, find the **Temporary Update Code** field.
  - For ServiceLedger 2015, enter **sl2015-quickbooks-3865**
  - For ServiceLedger 2013, enter **sl2013-quickbooks-5468**
  - For ServiceLedger 2012, enter **quickbooks120-6154**
  - For ServiceLedger 2011, enter **quickbooks110-2458**
  - For ServiceLedger 2010, enter **quickbooks100-8476**
  - For ServiceLedger 2009, enter **quickbooks90\_3894**.
  - For ServiceLedger 2007 or ServiceLedger 2008, enter **quickbooks80\_3462**.
5. Click the **Run Custom Update** button.
6. ServiceLedger will close and perform the update After the update, you will be prompted to **Install Updated Files** Click **Yes** and let ServiceLedger update the files and then re-open ServiceLedger.



## Additional Steps for QuickBooks Canada Users

*Please ignore this section unless you are using QuickBooks Canada.*

If you are using QuickBooks Canada Version 2008 or 2009, you will need to run an additional update code to configure your ServiceLedger QB Link to support QuickBooks Canada

1. Open ServiceLedger to begin the installation.
2. Click on **Administration | Administration** from the file menu.
3. Click on the **Database Administration** option.

- At bottom of tab, find the **Temporary Update Code** field and enter **canada2013** in the **Temporary Update Code** and then click the **Run Custom Update**.
4. ServiceLedger will close and perform the update After the update, you will be prompted to **Install Updated Files** Click **Yes** and let ServiceLedger update the files and then re-open ServiceLedger.

### Additional Steps for QuickBooks Australia Users

*Please ignore this section unless you are using QuickBooks Australia.*

1. Open ServiceLedger to begin the installation.
2. Click on **Administration | Administration** from the file menu.
3. Click on the **Database Administration** option.
  - At bottom of tab, find the **Temporary Update Code** field and enter **australia** in the **Temporary Update Code** and then click the **Run Custom Update**.
4. ServiceLedger will close and perform the update. After the update, you will be prompted to **Install Updated Files** Click **Yes** and let ServiceLedger update the files and then re-open ServiceLedger.

### Activating the ServiceLedger QuickBooks Link

You will need an activation key from ServiceLedger prior to using the ServiceLedger QuickBooks Link Please contact [support@serviceledger.com](mailto:support@serviceledger.com) to request the activation key if you have purchased the ServiceLedger QuickBooks Link.

1. Open QuickBooks to the data file you wish to integrate with.
2. Open ServiceLedger.
3. Look for the new menu option on the file menu called **QuickBooks**.
4. Click on **QuickBooks | Activate** to activate the link.
5. Enter your activation key into the **Registration Key Required** Window.
6. Click **OK** to activate.





## **Before You Get Started with the ServiceLedger QuickBooks Link**

It is helpful to know what is going on behind the scenes before you start to use the link. This section explains exactly what the link is doing when information is transferred from ServiceLedger to QuickBooks so that you can make decisions about which of these things you want the QuickBooks Link to do.

***IMPORTANT NOTE: The ServiceLedger QuickBooks Link will transfer information between ServiceLedger and QuickBooks. We strongly recommend that you make backups of both your ServiceLedger and QuickBooks databases before proceeding with the use of the link at any time. Improper use of the link can put large amounts of data in either system which may be too time-consuming to either correct or remove. ServiceLedger support cannot assist you with altering or removing data that could have been removed by restoring a backup.***

This guide assumes that you have a strong working knowledge of QuickBooks before you proceed in using the link. The link does not in any way improve, enhance, alter or modify any existing functionality in QuickBooks.

### **Basics**

The link is developed using the QuickBooks SDK (Software Development Kit), which allows third-party applications such as ServiceLedger to read and enter data in QuickBooks using roughly the same interface as you do when using it on a daily basis. This means that in almost all cases, the link operates exactly as if you were to take its place by manually entering data directly into QuickBooks and/or ServiceLedger.

The QuickBooks Link does not make any general ledger entries—it simply enters invoices, credit memos or vendor bills using the same items that you used in ServiceLedger and lets QuickBooks make the decisions about which financial accounts should be affected based on those items. If you ever have any questions about how a transaction is affecting these accounts, we recommend that you check the items and refer to your QuickBooks documentation on how such transactions affect your financial accounts.

### **Note Regarding the QuickBooks Sales Tax Preference**

QuickBooks offers a preference that enables or disables some features related to Sales Tax. ServiceLedger always shows its tax features, but has a special “No Tax” rate that you can use if you do not need to collect tax.

If you do not collect Sales Tax, you should make sure to configure the QuickBooks Link to turn off tax functionality before your first sync with

QuickBooks. Instructions for how to do that are included below, and can be found in KB Article T0351.

## **Customers**

It is recommended that if your customer database is already in QuickBooks, you use the link to import the customers from QuickBooks into ServiceLedger. This import will establish a link between the customer record in QuickBooks and the customer record in ServiceLedger.

If you create any new customer in ServiceLedger, the link will create the customer in QuickBooks for you automatically at the time you either synchronize your customers via the link or send an invoice for the customer to QuickBooks. The customer record created is no different than if you manually created the customer record in QuickBooks.

From an accounting perspective, there are no behind-the-scenes accounting transactions that occur when you synchronize and/or export customers from ServiceLedger to QuickBooks.

## **Vendors**

It is recommended that if your vendor database is already in QuickBooks, you use the link to import the vendors from QuickBooks into ServiceLedger. This import will establish a link between the vendor record in QuickBooks and the vendor record in ServiceLedger.

If you create any new vendors in ServiceLedger, the link will create the vendor in QuickBooks for you automatically at the time you either synchronize your vendor via the link or send a vendor bill for the vendor to QuickBooks. The vendor record created is no different than if you manually created the vendor record in QuickBooks.

From an accounting perspective, there are no behind-the-scenes accounting transactions that occur when you synchronize and/or export vendors from ServiceLedger to QuickBooks.

## **Items**

It is recommended that if your item database is already in QuickBooks, you use the link to import the items from QuickBooks into ServiceLedger. This import will establish a link between the item record in QuickBooks and the item record in ServiceLedger.

If you create any new items in ServiceLedger, the link will create the item in QuickBooks for you automatically at the time you either synchronize your items

via the link or send an invoice or vendor bill to QuickBooks for an item that has not been created in QuickBooks The item record created is no different than if you manually created the item record in QuickBooks.

*Important: If you create the item in ServiceLedger, you have a one-time option to define the financial Chart of Accounts for the items in ServiceLedger When the item is created in QuickBooks, the accounts defined for the item will transfer After the initial transfer, any changes to the chart of accounts must be done in QuickBooks By default, ServiceLedger will create any new items in QuickBooks as Uncategorized Income, Assets and COGS In QuickBooks you can always change them to another account*

From an accounting perspective, the chart of accounts defined for any item is what updates your financials. For more information on how items update your financials in QuickBooks, please refer to your QuickBooks documentation.

## **Invoices**

From a QuickBooks perspective, the transfer of invoices from ServiceLedger to QuickBooks is no different than if you manually entered the invoices directly into QuickBooks ServiceLedger transfers the full invoice details to QuickBooks allowing you the option of printing invoices from ServiceLedger or QuickBooks.

When invoices are transferred, the link will make certain that the customer and the item is already created in QuickBooks, and if not will create the customer and/or item record QuickBooks will not accept an invoice unless it recognizes the customer and items on the invoice.

From a financial perspective, all of your revenue, cost of goods and inventory asset accounts are updated based upon the items sold on the invoice ServiceLedger does not make any general ledger entries and allows QuickBooks to make the entries for you based upon the financial accounts associated with the items on the invoice For more information on how QuickBooks updates your financials, please refer to your QuickBooks documentation.

## **Credit Memos**

From a QuickBooks perspective, the transfer of credit memos from ServiceLedger to QuickBooks is no different than if you manually entered the credit memos directly into QuickBooks ServiceLedger transfers the full credit memos details to QuickBooks.

From a financial perspective, all of your revenue, cost of goods and inventory asset accounts are updated based upon the items credited on the credit memo ServiceLedger does not make any general ledger entries and allows QuickBooks to make the entries for you based upon the financial accounts associated with

the items on the credit memo For more information on how QuickBooks updates your financials in relation to credit memos, please refer to your QuickBooks documentation.

## **Customer Payments**

From a QuickBooks perspective, the transfer of customer payments from ServiceLedger to QuickBooks is no different than if you manually entered the payment directly into QuickBooks.

A common question that is asked is if you should enter the payments directly into ServiceLedger and transfer the information to QuickBooks or directly into QuickBooks and bypass ServiceLedger The decision is yours, however if you decide to bypass ServiceLedger it is recommended that you turn of A/R Tracking in ServiceLedger so that the invoices exported over to QuickBooks will zero out in ServiceLedger More information on how to do this is available in the FAQ section of this documentation.

## **Vendor Bills**

From a QuickBooks perspective, the transfer of vendor bills from ServiceLedger to QuickBooks is no different than if you manually entered the vendor bill directly into QuickBooks ServiceLedger transfers the full vendor bill details to QuickBooks.

When vendor bills are transferred, the link will make certain that the vendor and the item is already created in QuickBooks, and if not will create the vendor and/or item record QuickBooks will not accept a vendor bill unless it recognizes the vendor and items on the vendor bill.

From a financial perspective, all of your revenue, cost of goods and inventory asset accounts are updated based upon the items purchased on the vendor bill ServiceLedger does not make any general ledger entries and allows QuickBooks to make the entries for you based upon the financial accounts associated with the items on the vendor bill For more information on how QuickBooks updates your financials, please refer to your QuickBooks documentation.

## **Misc**

To support some of the advanced reporting capabilities of QuickBooks, ServiceLedger allows the following to be imported into ServiceLedger:

*Sales Taxes (and Sales Tax Groups)*

Importing your sales tax items and groups from ServiceLedger allows you to keep your sales tax calculations accurate between ServiceLedger and QuickBooks.

### *Classes*

If you are using Classes in QuickBooks, you can import the classes into ServiceLedger to ensure that all transactions are associated with the correct Class in QuickBooks.

### *Chart of Accounts*

For items you create in ServiceLedger, you have a one-time option of defining the financial accounts for those items before they are transferred to QuickBooks. Once the item is transferred to QuickBooks, any modification of the Chart of Accounts must be performed in QuickBooks.

### **Accuracy Check**

It is recommended that you review all data transferred from ServiceLedger to QuickBooks for accuracy purposes. This allows you the opportunity to restore from backup in the event that you mistakenly send information to QuickBooks that you didn't intend to send. ServiceLedger is unable to support or correct any data you send to QuickBooks other than having you restore from your last backup.

***IMPORTANT NOTE: The ServiceLedger QuickBooks Link will transfer information between ServiceLedger and QuickBooks. It is strongly recommended that you perform a backup of ServiceLedger and QuickBooks before proceeding with the use of the link at any time. Improper use can damage or corrupt either ServiceLedger or QuickBooks and your only recourse may be to restore a backup of your data. ServiceLedger is not responsible for the lack of any backup of either ServiceLedger or QuickBooks or both.***

## Getting Started with the ServiceLedger QuickBooks Link

Before you begin to use the ServiceLedger QuickBooks Link, there are a few setup matters you must perform first. This simple checklist will ensure that the link is properly setup and configured prior to first use.

1. Perform a backup of ServiceLedger and QuickBooks prior to running the link for the first time. Do not proceed unless you have a backup of ServiceLedger and QuickBooks first.
2. Launch QuickBooks and open the **QuickBooks Company File** you wish to link with ServiceLedger can only link with one company file

*NOTE: The file path to the **QuickBooks Company File** must be the same for all users of the link; i.e. If running QuickBooks on a network, all users must find it through the same drive letter, and path such as "**Z:\Quickbooks Data\MyCompany.qbw**" The link will automatically store the path of the **QuickBooks Company File** at this time.*

Switch, if necessary, to **single-user mode**. This is required for the first connection between the two programs. After the initial connection has been made, you can switch back to **multi-user mode**.

3. In QuickBooks, verify whether **Sales Tax** is turned on or not and configure the QuickBooks Link accordingly. You can check this in QuickBooks by clicking on **Edit | Preferences | Sales Tax | Company Preferences | Do you charge sales tax?**

If you charge Sales Tax, there's nothing extra to do. The QuickBooks Link will automatically create the necessary information to send over taxable invoices and query for tax items, if necessary.

If you do NOT charge Sales Tax, you will need to change the QuickBooks Link Sales Tax preference in ServiceLedger according to the instructions below and in KB Article T0351.

4. In ServiceLedger, open the ServiceLedger Quickbooks Link (**QuickBooks** -> **Activate** in the main menu).
5. QuickBooks will ask about whether to allow ServiceLedger to access your database. You may need to switch to QuickBooks to see this prompt. Select "**Yes, whenever this QuickBooks company file is open.**" and continue.

*NOTE: If you do not see this window, switch to QuickBooks and look at the **Integrated Applications** panel in **Preferences**. Make sure ServiceLedger is*

*listed for integration. ServiceLedger does not need access to Social Security numbers.*

6. ServiceLedger will create the following Chart of Accounts in QuickBooks:

- a. **Uncategorized Income**
- b. **Uncategorized Asset**
- c. **Uncategorized COGS**

These accounts enable ServiceLedger to transfer items to QuickBooks.

7. If you charge Sales Tax, ServiceLedger will also create the following items in QuickBooks:

- a. **Uncategorized Tax**
- b. **Uncategorized Invoice Tax**

These items should be at 0% with **Uncategorized Tax Vendor** as the vendor. These combined with previous steps enable ServiceLedger to create a taxable invoice. These items may or may not be used depending on how you configure your link later in this documentation. However, they must exist.

When you see the ServiceLedger – QB Link window, the link is set up and you are ready to begin your initial import. See the next page for more information on importing information from your QuickBooks database to your ServiceLedger database.

## **Initial Data Import from QuickBooks to ServiceLedger**

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If your customers, vendors and items are already in QuickBooks, it is advisable that you import them into ServiceLedger using the link This initial data load will significantly decrease your implementation time and allow you to get most of your data into ServiceLedger in a matter of minutes If you have data to import into ServiceLedger and QuickBooks, it is recommended that you import into QuickBooks first and then use the link to get the data transferred into ServiceLedger.

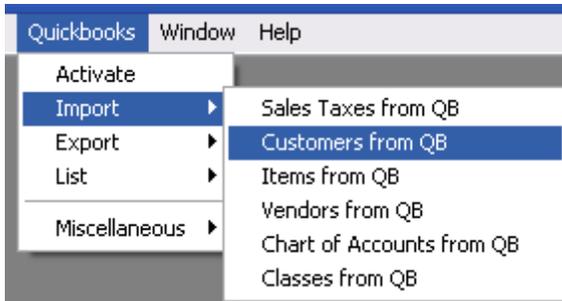
If you plan on doing any type of import of data directly into ServiceLedger and bypassing QuickBooks, especially customers, items and vendors that may already be in QuickBooks, it is recommended that you contact ServiceLedger first to determine the feasibility of importing data from a source other than QuickBooks Doing multiple imports from multiple data sources, especially with customers, items and vendors, can create duplicates in QuickBooks.

***IMPORTANT NOTE: The ServiceLedger QuickBooks Link will transfer information between ServiceLedger and QuickBooks It is strongly recommended that you perform a backup of ServiceLedger and QuickBooks before proceeding with the use of the link at any time Improper use can damage or corrupt either ServiceLedger or QuickBooks and your only recourse may be to restore a backup of your data ServiceLedger is not responsible for the lack of any backup of either ServiceLedger or QuickBooks or both.***

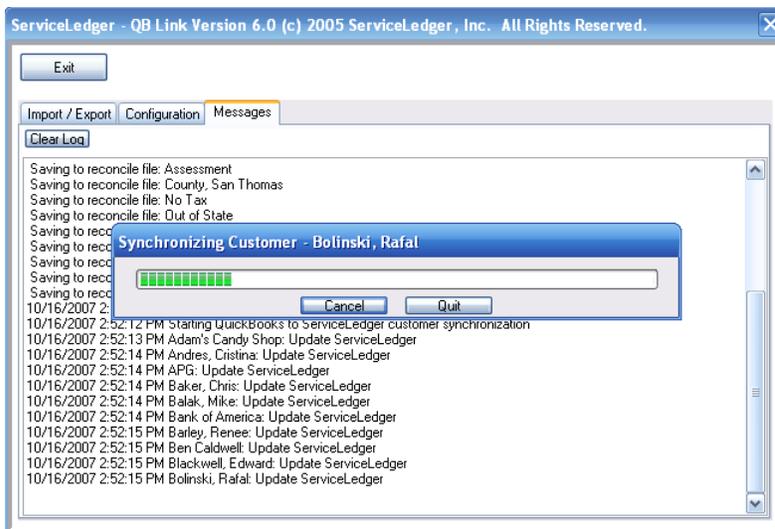
### **Customer Import:**

To perform your initial customer import, click on **QuickBooks | Import | Customers from QB** to initiate the process of importing customers from QuickBooks to ServiceLedger

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both In these cases, the only recourse may be to restore the database from backup ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***



Depending upon the number of customers you have in QuickBooks, the process may take upwards to ten minutes or more. The ServiceLedger QuickBooks Link will open and you will start to see the progress of the customers being imported into ServiceLedger.

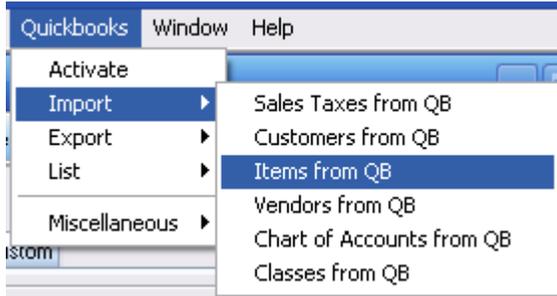


Once you have imported your customers in from QuickBooks, it is not recommended that you perform any more customer imports from QuickBooks into ServiceLedger. All new customers should be entered directly into ServiceLedger and the link will transfer the new customers from ServiceLedger to QuickBooks.

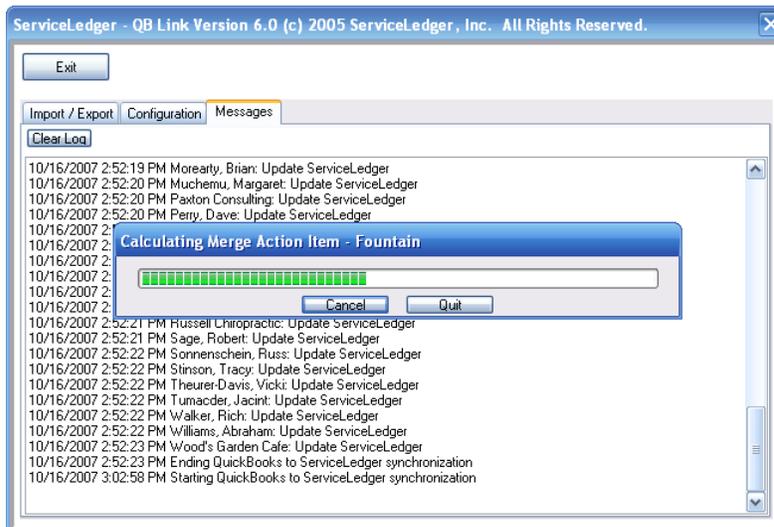
### Item Import:

To perform your initial item import, click on **QuickBooks | Import | Items from QB** to initiate the process of importing items from QuickBooks to ServiceLedger.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time. Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both. In these cases, the only recourse may be to restore the database from backup. ServiceLedger is not liable if you fail to backup your ServiceLedger and QuickBooks database prior to using the link.***



Depending upon the number of items you have in QuickBooks, the process may take upwards to ten minutes or more. The ServiceLedger QuickBooks Link will open and you will start to see the progress of the items being imported into ServiceLedger.

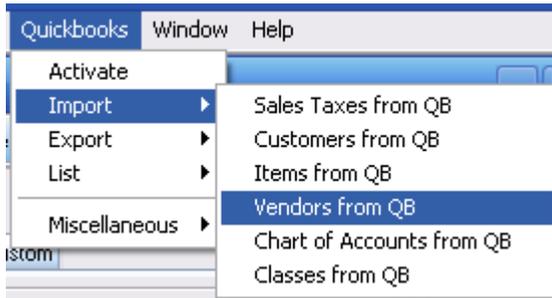


Once you have imported your items in from QuickBooks, it is not recommended that you perform any more item imports from QuickBooks into ServiceLedger. All new items should be entered directly into ServiceLedger and the link will transfer the new items from ServiceLedger to QuickBooks. Re-importing the items from QuickBooks into ServiceLedger again may change the costing of the items in ServiceLedger to the average cost calculated by QuickBooks.

### Vendor Import:

To perform your initial vendor import, click on **QuickBooks | Import | Vendors from QB** to initiate the process of importing vendors from QuickBooks to ServiceLedger.

**Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both In these cases, the only recourse may be to restore the database from backup ServiceLedger is not liable if you fail to backup your ServiceLedger and QuickBooks database prior to using the link.**



Depending upon the number of vendors you have in QuickBooks, the process may take upwards to ten minutes or more The ServiceLedger QuickBooks Link will open and you will start to see the progress of the vendors being imported into ServiceLedger.

Once you have imported your vendors in from QuickBooks, it is not recommended that you perform any more vendor imports from QuickBooks into ServiceLedger All new vendors should be entered directly into ServiceLedger and the link will transfer the new vendors from ServiceLedger to QuickBooks

### **Miscellaneous Import Options:**

#### *Sales Taxes*

Be default, ServiceLedger will import your sales taxes at the same time it imports your customers

You can perform this action by clicking on **QuickBooks | Import | Sales Taxes from QB** if you need to import sales taxes from QuickBooks into ServiceLedger.

#### *Chart of Accounts*

Importing the Chart of Accounts from QuickBooks into ServiceLedger is useful if you want to define the financial accounts for items you create in ServiceLedger before you export the item from ServiceLedger to QuickBooks This is a significant time saving step to define the Chart of Account for each new item in ServiceLedger first before you pass the item over to QuickBooks Otherwise, you will have to manually go into each item in QuickBooks and change the Chart of Account to remove from Uncategorized Accounts into the Chart of Accounts of your choice.

You can perform this action by clicking on **QuickBooks | Import | Chart of Accounts from QB** if you need to import the chart of accounts from QuickBooks into ServiceLedger.

### *Classes*

Importing the Classes from QuickBooks into ServiceLedger is useful in reporting purposes if you have setup financial classes in QuickBooks

You can perform this action by clicking on **QuickBooks | Import | Classes from QB** if you need to import classes from QuickBooks into ServiceLedger.



## Exporting Customer, Vendor and Item Data from ServiceLedger to QuickBooks

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ServiceLedger can never export invoices, credit memos, or vendor bills to QuickBooks unless the customer, vendor or item record is already created in QuickBooks. The ServiceLedger QuickBooks Link will always create a customer, vendor or item record to support any invoice, credit memo or vendor bill being transferred to QuickBooks if the customer, vendor or item is not already in QuickBooks. While you have the option to export your data from ServiceLedger in a batch, it is generally recommended that you only export the customer, vendor and item information at the time an invoice, credit memo or vendor bill is exported to QuickBooks. This helps to keep your QuickBooks database lean and your QuickBooks performance optimal.

### Exporting Customers:

Each time you export an invoice, credit memo or customer payment from ServiceLedger to QuickBooks, the link will check to make certain the customer has been created in QuickBooks. If not, the link will automatically create the customer record for you in QuickBooks. The option to export your customers manually should not be performed unless you want all customer records in ServiceLedger to be transferred to QuickBooks.

If you need to export your customers from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Customers to QB** to export your customers from ServiceLedger to QuickBooks.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time. Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both. In these cases, the only recourse may be to restore the database from backup. ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***

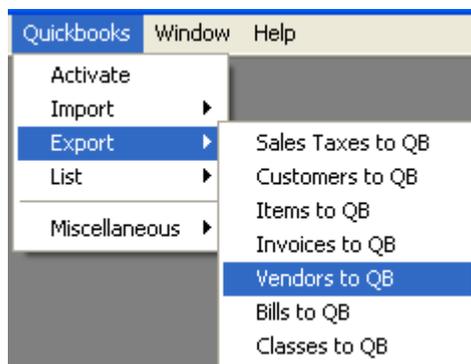


## Exporting Vendors:

Each time you export a vendor bill from ServiceLedger to QuickBooks, the link will check to make certain the vendor has been created in QuickBooks. If not, the link will automatically create the vendor record for you in QuickBooks. The option to export your vendors manually should not be performed unless you want all vendor records in ServiceLedger to be transferred to QuickBooks.

If you need to export your vendors from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Vendors to QB** to export your vendors from ServiceLedger to QuickBooks.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time. Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both. In these cases, the only recourse may be to restore the database from backup. ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***



## Exporting Items:

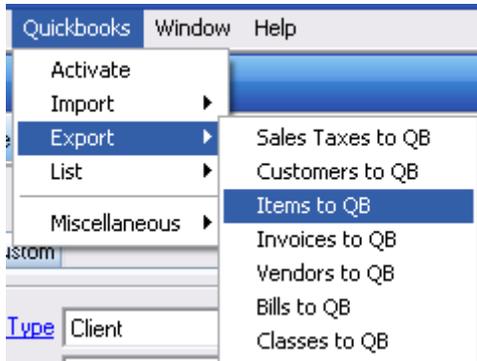
Each time you export an invoice, credit memo or customer payment from ServiceLedger to QuickBooks, the link will check to make certain the item has been created in QuickBooks. If not, the link will automatically create the item record for you in QuickBooks. The option to export your items manually should not be performed unless you want all items records in ServiceLedger to be transferred to QuickBooks.

If you need to export your items from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Items to QB** to export your items from ServiceLedger to QuickBooks.

Note: QuickBooks requires an Income Account for all items created in QuickBooks and a Cost of Goods and Inventory Asset account for all inventoried items created in QuickBooks. By default, ServiceLedger will list the accounts as Uncategorized Income, COGS and Asset unless otherwise defined by user at the

time the item is created You can always change the account for any item later in QuickBooks.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both In these cases, the only recourse may be to restore the database from backup ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***





## Exporting Invoices, Credit Memos & Customer Payments to QuickBooks

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QuickBooks is unable to import invoices, credit memos or customer payments unless the customer and item have been created in QuickBooks first. The link will automatically create the customer and item for you in QuickBooks if they have not been previously created. This is a significant time saving step that makes exporting your customers and items from ServiceLedger to QuickBooks unnecessary, although you still have the option of exporting manually if you prefer.

### Exporting Invoices

ServiceLedger will only export invoices once from ServiceLedger to QuickBooks. Once an invoice has been exported to QuickBooks, it is marked as exported internally in ServiceLedger to ensure it is not exported again. When exporting invoices, ServiceLedger will transfer the invoice header and details to QuickBooks allowing you the option of printing and sending the invoice out of ServiceLedger or QuickBooks. All financial accounts are updated based upon the items sold on the invoice. You can run this procedure as often as you like, however it is recommended that you do it at least once a week.

When you are ready to export your invoices from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Invoices to QB** to export your invoices from ServiceLedger to QuickBooks.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time. Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both. In these cases, the only recourse may be to restore the database from backup. ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***

### Exporting Credit Memos

ServiceLedger will only export credit memos once from ServiceLedger to QuickBooks. Once a credit memo has been exported to QuickBooks, it is marked as exported internally in ServiceLedger to ensure it is not exported again. When exporting credit memos, ServiceLedger will transfer the credit memo header and details to QuickBooks allowing you the option of printing and sending the credit memo out of ServiceLedger or QuickBooks. All financial accounts are updated based upon the items returned on the credit memo. You can run this procedure as often as you like, however it is recommended that you do it at least once a week.

When you are ready to export your credit memos from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Credit Memo to QB** to export your credit memos from ServiceLedger to QuickBooks.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both In these cases, the only recourse may be to restore the database from backup ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***

## **Exporting Customer Payments**

ServiceLedger will only export customer payments once from ServiceLedger to QuickBooks Once a customer payment has been exported to QuickBooks, it is marked as exported internally in ServiceLedger to ensure it is not exported again When exporting customer payments, ServiceLedger will transfer the customer payment details to QuickBooks You can run this procedure as often as you like, however it is recommended that you do it at least once a week.

When you are ready to export your customer payments from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Customer Payments to QB** to export your customer payments from ServiceLedger to QuickBooks.

***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both In these cases, the only recourse may be to restore the database from backup ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***

## **Exporting Vendor Bills to QuickBooks**

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QuickBooks is unable to import vendor bills unless the vendor and item have been created in QuickBooks first. The link will automatically create the vendor and item for you in QuickBooks if they have not been previously created. This is a significant time saving step that makes exporting your vendors and items from ServiceLedger to QuickBooks unnecessary, although you still have the option of exporting manually if you prefer.

ServiceLedger will only export vendor bills once from ServiceLedger to QuickBooks. Once a vendor bill has been exported to QuickBooks, it is marked as exported internally in ServiceLedger to ensure it is not exported again. All financial accounts are updated based upon the items purchased on the vendor bill. You can run this procedure as often as you like, however, it is recommended that you do it at least once a week.

When you are ready to export your vendor bills from ServiceLedger to QuickBooks, click on **QuickBooks | Export | Bills to QB** to export your vendor bills from ServiceLedger to QuickBooks.

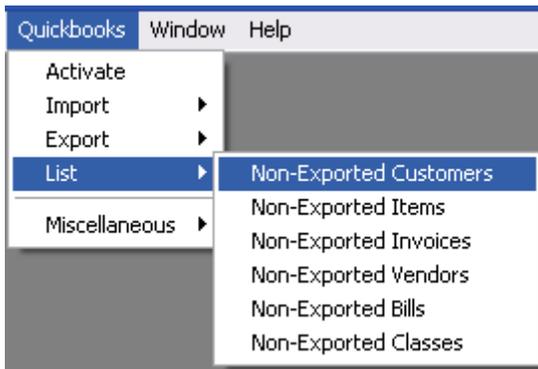
***Remember that you should always perform a backup of ServiceLedger and QuickBooks prior to using the link at any time. Improper use of the link could result in a damaged or corrupted database in ServiceLedger, QuickBooks or both. In these cases, the only recourse may be to restore the database from backup. ServiceLedger is not liable if you fail to back up your ServiceLedger and QuickBooks database prior to using the link.***

## Non-Exported Lists

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ServiceLedger provides a Non-Exported List so that you can easily review any data in ServiceLedger that has not been transferred to QuickBooks. This useful feature allows you review non-exported records, and right-clicking on any selected row to export a single record from the list to QuickBooks.

To get to the **Non-Exported Lists**, click on **QuickBooks | List** and then select the Non-Exported List of your choice.



For a specific item in the Non-Exported list, you can right click and select synchronize to export the selected item (and dependency records) alone.



## **Creating Items in ServiceLedger with Chart of Accounts**

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ServiceLedger provides you with a one-time opportunity to define the proper financial accounts for all items created in ServiceLedger before you transfer it to QuickBooks. Once it is transferred to QuickBooks, QuickBooks will no longer allow us the opportunity to change it and you will need to change it manually in QuickBooks. Once the item has been transferred to QuickBooks, you will no longer be able to edit or change the Chart of Accounts for the item in ServiceLedger

This feature will only work if you import your Chart of Accounts from QuickBooks into ServiceLedger. Otherwise, this feature is turned off and all new items created in ServiceLedger will be created in QuickBooks with Uncategorized Income, COGS and Asset for the financial accounts requiring you to manually change the financial accounts at a later time.

From the **Item Record** in ServiceLedger, click on the **Accounting** tab to define the Chart of Accounts for the item. Based upon the item type you will need to change the Income Account, COGS Account and Inventory Asset Account. In all cases, the Income Account is required. If the item is inventoried, you will need to change the COGS and Inventory Asset Account as well.

**Note: If you forget to change the account, or enter the wrong account, you can always change it in QuickBooks later.**

**Items**

Save & Close Save X Print... bd

### Items

**General Information**

Item Type: Part

Item ID: HP Computer

Description: HP Computer

Parent Item:

**Price, Cost & Wa**

Item Status

[Item Category](#)

Price

Cost

Taxable

Warranty Period

**Inventory Information**

Item Inventory  Automatic Reorder [Preferred Vendor](#)

Serialized (must only be Each UoM) Minimum Qty: 0

Item Kit

Manufacturer Info Notes Inventory Serial # Custom **Accounting** History

Income Account: Uncategorized Income

COGS Account:

Asset Account:

## Changing the Chart of Account on Items in QuickBooks

If you are creating new items in ServiceLedger and not defining the Chart of Accounts for the item in ServiceLedger before it is transferred to QuickBooks, you will want to manually go into QuickBooks to change the Chart of Accounts for the item to update your financials correctly. This process takes place in QuickBooks and ServiceLedger has no knowledge of it once it has been performed. From a financial perspective, any changes to the Chart of Accounts on the item record in QuickBooks will be permanent and the link will not update, change or modify it in any way.

To change the Chart of Accounts for any item in QuickBooks, it is recommended that you open the **Item List** by clicking on **List | Item List** in QuickBooks. Click on the **Account** column to sort the list to easily find the items that need to have the Chart of Accounts changed. By default, unless otherwise changed in ServiceLedger at the time you create the item, the default revenue account will be **Uncategorized Income**. Using this method will provide you with a listing of all items sorted by account so that you can easily find those items that need to be changed from **Uncategorized Income** to whatever financial account you choose.

| Name                   | Description                          | Type              | Account              |
|------------------------|--------------------------------------|-------------------|----------------------|
| AND LABOR              | AND LABOR                            | Service           | Uncategorized Income |
| Default Labor          | Default Labor Item                   | Service           | Uncategorized Income |
| Default Travel         | Default Travel                       | Service           | Uncategorized Income |
| Electrical             | Electrical                           | Service           | Uncategorized Income |
| TOPI-40100             | Topiary Assembly Labor               | Service           | Uncategorized Income |
| ANEWPART               | A NEW PART                           | Inventory Part    | Uncategorized Income |
| Anti-Virus Software    | Anti-Virus Software II               | Non-inventory ... | Uncategorized Income |
| APG                    | APG CONTRACT                         | Non-inventory ... | Uncategorized Income |
| Appliance              | Appliance                            | Non-inventory ... | Uncategorized Income |
| AVRY-10050             | Prefabricated Birdhouse              | Non-inventory ... | Uncategorized Income |
| AVRY-10050-LG-CSL      | Prefabricated Birdhouse              | Non-inventory ... | Uncategorized Income |
| AVRY-10050-LG-HTL      | Prefabricated Birdhouse              | Non-inventory ... | Uncategorized Income |
| AVRY-10050-5M-HTL      | Prefabricated Birdhouse              | Non-inventory ... | Uncategorized Income |
| Bronze Plan            | Bronze Plan                          | Non-inventory ... | Uncategorized Income |
| Counter                | Custom made counter top              | Non-inventory ... | Uncategorized Income |
| Default Equipment      | Default Equipment Item               | Non-inventory ... | Uncategorized Income |
| Default Part           | Default Part Item                    | Non-inventory ... | Uncategorized Income |
| Default Recurring Plan | Default Recurring Plan               | Non-inventory ... | Uncategorized Income |
| Default Service Plan   | Default Service Plan                 | Non-inventory ... | Uncategorized Income |
| Light Pine             | Light pine kitchen cabinet wall unit | Non-inventory ... | Uncategorized Income |
| Platinum Plan          | Platinum Plan                        | Non-inventory ... | Uncategorized Income |
| Remote Monitoring      | Remote Monitoring                    | Non-inventory ... | Uncategorized Income |
| Software Licensing     | Software Licensing                   | Non-inventory ... | Uncategorized Income |

Double-click on any item that needs to be changed to open the Item Window. Select the **Account** drop-down box and specify the new financial account for the item to change the financial account for the item.

Type: **Non-inventory Part** Use for goods you buy but don't track, like office supplies, or materials for a specific job that you charge back to the customer.

Item Name/Number:  Subitem of:  Manufacturer's Part Number:

This item is used in assemblies or is purchased for a specific customer job

Description:

Price:  Tax Code:

Account:

Item is inactive

|                        |                    |
|------------------------|--------------------|
| Installation           | Income             |
| Maintenance & Repairs  | Income             |
| Markup Income          | Income             |
| Other Income           | Income             |
| Retail Sales           | Income             |
| Service                | Income             |
| ✓ Uncategorized Income | Income             |
| Uncategorized COGS     | Cost of Goods Sold |
| Cost of Goods Sold     | Cost of Goods Sold |
| Payroll Expenses       | Expense            |
| Advertising            | Expense            |
| Amortization Expense   | Expense            |
| Automobile             | Expense            |
| Insurance              | Expense            |
| License & Fees         | Expense            |
| Fuel                   | Expense            |
| Maintenance & Repairs  | Expense            |
| Bad Debt               | Expense            |
| Bank Service Charges   | Expense            |
| Bond Expense           | Expense            |

### Inventoried Items:

Inventoried items will require you to change the Cost of Goods and Inventory Asset accounts from **Uncategorized COGS** and **Uncategorized Asset** to whatever COGS and Inventory Asset account you choose. If the item is inventoried, be sure to change those accounts as well to properly update your COGS and Inventory Asset accounts.

Click on **COGS Account** to change the financial accounts for your Cost of Goods and the **Asset Account** to change the financial accounts for Inventory Assets.

Type: **Inventory Part** Use for goods you p

Item Name/Number:  Subitem of:

Purchase Information

Description on Purchase Transactions:

Cost:

COGS Account:

Preferred Vendor:

Inventory Information

Asset Account:  Reorder Point:



## **Inventory Control between ServiceLedger and QuickBooks**

It is strongly recommended that you choose either ServiceLedger or QuickBooks to manage inventory control exclusively and not recommended to perform inventory control in both ServiceLedger and QuickBooks. The reasoning is primarily centered on what you can do in either ServiceLedger or QuickBooks that may not update to the other application.

### **How QuickBooks Updates Inventory:**

If you want QuickBooks to manage your inventory control, it is helpful to know how QuickBooks updates inventory. In QuickBooks, item quantities are increased as you purchase items on purchase orders and/or vendor bills and decreased as you sell items on invoices. Inventory adjustments may increase or decrease the quantity on hand depending upon the type of inventory adjustment you are performing in QuickBooks.

From a ServiceLedger perspective, as a vendor bill is transferred from ServiceLedger to QuickBooks it will increase the quantity on hand in QuickBooks based upon the quantity purchased and received. When an invoice is transferred from ServiceLedger to QuickBooks it will decrease the quantity on hand in QuickBooks based upon the quantity sold on the invoice.

Managing your inventory in QuickBooks is generally recommended because it keeps your costing up-to-date and provides true inventory valuation reports based upon actual Cost of Goods calculated based upon the average costing method that QuickBooks uses.

### **How ServiceLedger Updates Inventory:**

If you want ServiceLedger to manage your inventory control, it is helpful to know how ServiceLedger updates inventory. In ServiceLedger, item quantities are increased as you purchase items on purchase orders and/or vendor bills and decreased as you sell items on invoices. Inventory adjustments may increase or decrease the quantity on hand depending upon the type of inventory adjustment you are performing in ServiceLedger. Currently, ServiceLedger does not transfer inventory adjustments in ServiceLedger to QuickBooks.

Even if you track your inventory in ServiceLedger, you can still keep QuickBooks up-to-date by performing the following steps:

- Ensure all invoices, including zero dollar invoices, are sent to QuickBooks to decrease quantity on hand.
- Ensure all vendor bills are sent to QuickBooks to increase quantity on hand.

- Manually perform all inventory adjustments in ServiceLedger and QuickBooks to ensure all adjustments are accounted for in both systems.

For more information on inventory control in either QuickBooks or ServiceLedger, please refer to the product documentation.

## **Tracking Transactions by Classes in ServiceLedger**

Like QuickBooks, ServiceLedger allows you to classify your transactions by Classes. This powerful reporting tool allows you to track revenue and costs by different departments, divisions or other business entity so that you can separate profit and loss statements and other financial reports by each class. If you plan on using this feature, you will need to either import your Classes from QuickBooks into ServiceLedger or create Classes in ServiceLedger and export to QuickBooks. Once you have the Classes defined, you can define the class on any transaction in ServiceLedger including quotes, work orders, invoices, credit memos, purchase orders and vendor bills so that the class can be properly transferred to QuickBooks.

## **Controlling what information shows on Invoices and Bills**

Besides transaction data, the ServiceLedger QuickBooks link transfers a few important pieces of information about a transaction to QuickBooks. For example, when creating an invoice in QuickBooks, it sets the invoice number to match the invoice number from ServiceLedger. When creating a bill in QuickBooks, it sets the bill's Reference Number if one was present and uses SL's bill number as a reference if not.

If your organization requires different information to be passed to QuickBooks, you have to adjust what is sent in a few different fields. The following two sections cover what information is sent to QuickBooks by default and provide details on how to adjust these defaults.

### **Adjusting Invoice Information**

Besides the customer, date, terms, line items, and other key fields on the invoice window, QuickBooks allows you to enter general information into three fields:

1. Invoice No.
2. PO No.
3. Memo

Although you may have altered your QuickBooks template to show other fields, such as a job number, account number, BOM, etc., these are the only three that the QuickBooks link has access to.

One of these fields is locked: the QuickBooks link will always place the ServiceLedger invoice number in the QuickBooks Invoice No. field. The other two can be configured.

In ServiceLedger, aside from the invoice number, a given invoice may have some of the following fields available:

1. Customer Number
2. PO / Reference Number
3. Job Number

By default, ServiceLedger places the PO / Reference Number in the QuickBooks invoice's PO No. field and leaves the Memo field blank. You may adjust which data goes into which fields using one of the following two KB articles:

[\(T0327\) QuickBooks Link - Controlling What Shows in the Invoice PO Number Field](#)

[\(T0328\) QuickBooks Link - Controlling What Shows in the Invoice Memo Field](#)

### **Adjusting Bill Information**

Besides the vendor, date, terms, line items, and other key fields on the bill window, QuickBooks allows you to enter general information into two fields:

1. Ref. No.
2. Memo

In ServiceLedger, a given bill may have several the following fields available:

4. Bill Number
5. Reference Number
6. Vendor Number
7. PO Number
8. Job Number

The bill number is ServiceLedger's automatically generated number for the bill, while the reference number is your vendor's reference or invoice number which can be manually entered. The vendor number is the automatically generated number for the vendor associated with the bill.

The PO number is only available for bills that were received from a purchase order, and the job number is only available if that purchase order was created from a job.

By default, the QuickBooks Link places the reference number (if present) or bill number (if not) in the QuickBooks bill's Ref. No. field, and nothing in the Memo field. You may adjust which data goes into which fields using one of the following two KB articles:

[\(T0325\) QuickBooks Link - Controlling What Shows in the Bill Reference Number Field](#)

[\(T0326\) QuickBooks Link - Controlling What Shows in the Bill Memo Field](#)

## Troubleshooting & FAQs

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The following information is common troubleshooting messages and/or questions asked about the ServiceLedger QuickBooks Link. It is broken down into relevant sections to help you quickly find the answers you are looking for.

**Tip:** When the QuickBooks link encounters an error while exporting a particular record, it can often be helpful to try manually entering the same record in QuickBooks exactly as it appears in ServiceLedger. Sometimes this can result in an easier-to-read error message which explains the problem in a way that you can understand and correct.

### General

#### **1. Why is it not recommended that I “marry” existing data from two different data sources using the link?**

There is a potential risk of duplicate records if you try to import a customer, item or vendor list from one source other than QuickBooks and then try to link it up exactly to the same customer, item or vendor record in QuickBooks. ServiceLedger will match customer, items and vendors on the customer name, item number or vendor name and if the data is not exact, duplicate records will be created. If you already have your customers, items and vendors in QuickBooks, it is only recommended that you import the QuickBooks data into ServiceLedger to avoid this issue.

#### **2. Why do you consistently recommend that I backup my ServiceLedger and QuickBooks database before doing an import or export of any kind?**

It is important that you always have a recent backup in case you accidentally transfer data from ServiceLedger to QuickBooks or vice versa. Once the data is transferred, there is no reversal other than manually deleting the data or restoring from backup.

#### **3. I get a message that says “The currently opened QuickBooks file is not the same QuickBooks file we have linked with in the past.” What does this mean?**

This is a safety measure that protects your QuickBooks data and ensures that ServiceLedger will not send data to the wrong QuickBooks data file. This generally occurs only when you have multiple databases in QuickBooks or have recently moved the QuickBooks data file.

#### **4. Can the link be customized if I need more information transferred between ServiceLedger and QuickBooks?**

Yes, you can contact ServiceLedger Sales for a quote on any customization of the link you wish to have performed for you.

## **Customers**

### **1. Why does QuickBooks have to create a customer record before an invoice can be transferred?**

QuickBooks requires a customer record be created before it can create the invoice in QuickBooks.

## **Vendors**

### **1. Why does QuickBooks have to create a vendor record before a vendor bill can be transferred?**

QuickBooks requires a vendor record be created before it can create a vendor bill in QuickBooks.

## **Items**

### **1. I initially imported my items from QuickBooks into ServiceLedger. Why is it not recommended that I import my items again?**

The main reason is because QuickBooks will want to update your item costs based upon the average cost method it calculates, which may be different than the item cost you specified in ServiceLedger

### **2. Why do I have to create items for all invoices transferred to QuickBooks?**

QuickBooks requires that the item be created in QuickBooks before the invoice is created.

## **Invoices**

### **1. Why can I not make a change to an invoice I have already sent to QuickBooks in ServiceLedger?**

Once an invoice has been exported to QuickBooks, QuickBooks will not allow us to alter or modify the existing invoice again. In these cases, you will need to manually update the invoice in ServiceLedger and QuickBooks.

### **2. Why does ServiceLedger enter sales taxes as a line item on the invoice?**

QuickBooks will control all sales tax calculations unless we enter them as a line item. By entering as a line item, we can guarantee that the sales tax will be the same as calculated by ServiceLedger.

**3. Why does the invoice transferred to QuickBooks not honor the next sequential invoice number in QuickBooks?**

Both ServiceLedger and QuickBooks have their own sequential numbering system for invoices. ServiceLedger maintains the ServiceLedger invoice number when it is transferred to QuickBooks to allow you to easily find the invoice in QuickBooks that references the invoice transferred from ServiceLedger. If the number was changed in QuickBooks, you will lose the ability to find invoices in QuickBooks and match them to invoices in ServiceLedger.

**4. I have a custom invoice report in ServiceLedger. When I transfer the invoice to QuickBooks, the invoice doesn't look the same.**

QuickBooks has no awareness of the custom invoice report created for you in ServiceLedger. While ServiceLedger has the flexibility to provide extensive information on your invoice, the information we can transfer to QuickBooks is limited. It is recommended that you print and send the invoice out of ServiceLedger if it has more information that you want your customers to view.

## **Payments**

**1. Should I enter my payments into ServiceLedger or directly into QuickBooks?**

You have the option of doing it in ServiceLedger or bypassing ServiceLedger and entering payments directly into QuickBooks. We recommend that you perform all Accounts Receivables in QuickBooks, however you can still enter payments directly into ServiceLedger and transfer it to QuickBooks.

**2. How do I zero out invoices in ServiceLedger if I plan on entering payments directly into QuickBooks.**

ServiceLedger has an option that allows you to zero out invoices in ServiceLedger if you do not wish to track Accounts Receivable information in ServiceLedger. This is useful if you only plan on tracking A/R balances in QuickBooks and entering payments directly into QuickBooks. ServiceLedger Support can assist you in setting this up.

**3. How do I control how payments are applied in QuickBooks?**

Under QuickBooks option, find the option **quickbooks.payment.apply\_method** and change it to any of the following:

- Manual Apply – all payments will be applied as you applied them in ServiceLedger.
- Auto Apply – QuickBooks will automatically apply, usually with oldest invoice first.
- No Apply – all payments go over as unapplied allowing you to apply them in QuickBooks manually.

## **Vendor Bills**

### **1. Do I have to use ServiceLedger Purchase Orders and Vendor Bills or can I do it directly in QuickBooks?**

You have the option of doing it in ServiceLedger or bypassing ServiceLedger and doing it in QuickBooks While the choice is yours, there is some extra benefit in doing it in ServiceLedger to keep inventory quantities up-to-date in ServiceLedger If you bypass ServiceLedger, the link will not be affected and you will have no problem using it to transfer other data between ServiceLedger and QuickBooks