

QuickBooks® Deployment Best Practices

ServiceCEO® integrates with QuickBooks, a popular software package produced by Intuit®. For details on how to configure this integration, please read the Accounting Integration sections of the ServiceCEO Help System, starting at:

http://support.insightdirect.com/help/app_int/qb/actintoov.htm

In order to optimize this integration, you should follow these best practices:

1. **Export Sales and Deposits.** Whenever possible, all exports from ServiceCEO to QuickBooks should be performed on the computer on which the QuickBooks data file (the company database) resides. In addition, QuickBooks should be open when these exports occur.
2. **Network Speed.** If multiple ServiceCEO users will be exporting data to QuickBooks, the QuickBooks data file needs to reside on a file server connected to a LAN with a network speed of 10 Mbps. Do not deploy across a WAN, VPN or the Internet with a network speeds of less than 10 Mbps.

To put this in perspective:

- A DSL/T1 line is only 1.5 Mbps
- A T2 line is 6.13 Mbps
- A cable modem is 4.0 Mbps

Deploying your QuickBooks file on a slow network can result in errors which can cause data exports to fail. Failed data exports can result in duplicated information in your QuickBooks data file. For more information on QuickBooks' network limitations, please visit the Intuit Support website (specifically, this page:

<http://search.intuit.com/KCS/search.do?cmd=displayKC&docType=kc&externalId=http--www.quickbookscom-support-faqs-qb2005-119080html&sliceId=&dialogID=28407334>)

3. **Mapped Drive.** If you are accessing a QuickBooks file located on another computer, you should create a mapped network drive for the computer hosting the QuickBooks database.
4. **Unattended Access.** If ServiceCEO users will be exporting data to QuickBooks from a computer that does not host the QuickBooks database, you will need to configure QuickBooks to allow unattended access. Unattended access lets users access QuickBooks even when the program is not running.

For instructions, see the Configuring QuickBooks Integration section of the ServiceCEO Help System, located online at:

http://support.insightdirect.com/help/app_int/qb/intwqb.htm

5. **Concurrency.** Only one ServiceCEO user at a time will be able to export data to QuickBooks. If multiple users try to export data at the same time, warning messages will appear in ServiceCEO.

In addition, one user will not be able to work in QuickBooks on one computer while another user exports data from ServiceCEO to QuickBooks from another computer unless:

- The QuickBooks user is logged into his computer as a non-administrator.
- The ServiceCEO user is logged in to his computer as an administrator.

6. **Database File Location.** For single user QuickBooks deployments we recommend the QuickBooks database file (Company File) resides on the same computer as the ServiceCEO client. This will avoid any network latency (speed) issues.
7. **Performance.** For maximum performance, you should export no more than 50 items to QuickBooks at one time.

Definitions

Data File - The file on your computer in which your QuickBooks data is stored. QuickBooks data files have a .qbw extension, which stands for QuickBooks for Windows.

LAN - Local Area Network

Multi-user vs. Single-user - A single-user installation of QuickBooks only allows one user to access the QuickBooks data file at a time. By contrast, many users can access the data file in multi-user mode.

For more, see:

http://www.quickbooks.com/support/faqs/docs/w_usermode.html

QuickBooks User - anyone who performs any of the following actions within ServiceCEO:

1. Export Sales
2. Make Deposits
3. Edit locked invoices (manually or by reactivating completed jobs)
4. Create standard or credit note adjustments
2. 5. Log and Bill Purchase Orders in vendor records (the Inventory module)
6. Make inventory adjustments in the Inventory Management Grid

VPN - Virtual Private Network

WAN - Wide Area Network

About Insight Direct

Insight Direct develops and markets ServiceCEO, recognized as the leading business management software solution for the field service industry. Since the introduction of its first-generation product in 1997, Insight Direct has sold its software in more than 15 countries to over 2,000 customers, including COIT Services, Maid to Perfection, MilliCare Commercial Carpet Care, Mr. Handyman, Professional Carpet Systems, Scheidt & Bachmann USA, SparkleWash and Unilever.



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