# QBI 1.1 - How It Works

**Compatibility –**

- Works with Manager, ManagerPlus, Service Writer, and Shop Management v5.9
- Operation Systems: Windows XP, Vista, and 7
- QuickBooks: Pro, Premier, and Enterprise Editions, 2008 to Present

**Synchronization –**

- <u>What</u>: Manager syncs over all customers, vendors, posted invoices, and payments. ManagerPlus syncs over all customers, vendors, posted invoices, payments, posted purchase orders and inventory items.
- <u>How</u>: Integrator uses a manual synchronization process.  In QuickBooks, you click on Company Menu > Mitchell1/Shopkey Integrator Menu > Synchronize. It does not matter if Manager is open or not.
- <u>When</u>: It does not matter how often or how infrequent you synchronize. This can be done three times a day, once a week, or even once every few months.  It keeps track in a database exactly what has already synced over and only brings in new data.
- Synchronization is a very simple, one directional process.  Information only comes from Manager and goes into QuickBooks, not vice versa. Also, if an object is deleted from Manager (a customer, invoice, payment), it is NOT automatically removed from QuickBooks.  The integrator will never remove anything from either program, it only brings in new data.
- Once a posted invoice, payment, or posted purchase order is synced into QuickBooks it is then ignored. If the invoice is then unposted, edited, and posted again, the Integrator will NOT pick up this change and will NOT update the item in QuickBooks, it is simply ignored. The Integrator will update customer and vendor names, addresses, and phone numbers.
- An invoice or purchase order must be posted in Manager before it will sync into QuickBooks. If it is still sitting on the Work In Progress screen, it will be ignored.  This is also true for any payments or even deposits associated with that invoice. All payments and deposits will sync over once the invoice has been posted.
- Cost of goods sold for parts ONLY comes over if you're a ManagerPlus customer and the part is an inventory part.  Non-ManagerPlus customers do not have inventory. This is due to a limitation in Quickbooks, not Mitchell1, where they do not have a COGS account for non-inventory parts. The cost of any non-inventory items will have to be entered into Quickbooks manually.

**Chart of Accounts –**

- Integrator adds many accounts into the chart of accounts. They consist mostly of income accounts which typically have the GL code at the end. This is not always true for each Integrator account; some do not display the GL code.
- NEVER delete, rename, or create subaccounts out of the Integrator accounts inside the chart of accounts. It is looking for these accounts every time a sync takes place and will cause errors if they are edited.
- If you want to change the name of the income account, or change the GL code, this must be done in the Manager program and then a synchronization will update it in QuickBooks. In Manager, go into the Setup button > Standard Tables button > Income/Payment Types tab > Select account and click the Edit button.
- Want to create your own chart of accounts? You can create all the accounts you want on your own, just do not edit, delete, or create subaccounts out of the Integrator accounts. You can then relink our accounts to your custom accounts. Go into Company menu > Mitchell1/Shopkey Integrator > Statup Settings. Under the Un-Link Accounts tab you can un-link any of the accounts listed. Once un-linked, by going to the Link Accounts tab you can then redirect the Integrator account to your own custom account.

**Backing Up –**

- Every time you click on "Synchronize," it will immediately ask you if you would like to backup. You will want to hit "Yes" every time. This is backing up your Integrator database. We will need this backup to troubleshoot or to reinstall. You will also want to do backups for your Manager program and your Quickbooks company file separately. To change the location the Integrator backup go into Quickbooks, click on Company Menu > Mitchell1/Shopkey Quickbooks Integrator Menu > Startup Settings. Click on the Backup Tab and you can then browse to where you want it to save. Make sure to click "Save." By default it is saved to C:\Program Files\M1SKQB\

**Support –**

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