

Enterprise Payment Solutions

JHA SmartPay BusinessSM

April 2019



QuickBooks Handbook

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Introduction

This feature allows you to export your transactions into your Intuit® QuickBooks® account(s). Scanned checks, credit card transactions, and/or any other debit transactions can be exported. However, credit and refund transactions are not able to be exported at this time. Transactions selected for export into QuickBooks are based on transaction date and location.

Transactions are exported to QuickBooks through Intuit's Web Connector software. QuickBooks Web Connector (QBWC) is a free, standard go-between application that allows QuickBooks Extensible Markup Language to pass between a web-based application and QuickBooks.

Opening firewall ports is unnecessary when working with QuickBooks, since the Web Connector running on the system with QuickBooks initiates all communication. Web Connector uses files with a .QWC extension that are XML files. These files describe a web service designed to interact with QuickBooks and are opened automatically by the QBWC. Please make a note of the following:

- Only transactions with a transaction status of **Processed** will be exported to QuickBooks.
- All transaction activity that matches the export selection criteria are eligible to be exported.
- QBWC can be used by any web-based application that needs to transfer transactions to QuickBooks.
- The Web Connector password must be the same as the application password of the person performing the export.

The following information will export into QuickBooks:

- Customer Full Name
- Customer Address
- Customer City
- Customer Country
- Customer Phone
- Customer Email
- Payment Method
- Total Amount
- Transaction Date/Time
- QB Account Name
- QB Account Number

NOTE: You must contact Intuit to ensure the QuickBooks version you are using is supported. QuickBooks Web Connector (QBWC) has been tested and certified as being compatible with versions 2.2.034 or higher.

Terms of Use

The use of this utility with a deposit application assumes the following to be true:

- QuickBooks has already been installed.
- You are familiar with using QuickBooks and a company file has already been created.
- The QuickBooks accounts for each location and any credit cards (optional) are already set up with unique account numbers.

NOTE: You must contact Intuit to ensure the QuickBooks version you are using is supported. QuickBooks Web Connector (QBWC) has been tested and certified as being compatible with versions 2.2.034 or higher.

Disclaimer

Please follow all instructions carefully. Incorrectly configuring your QuickBooks may result in transactions that cannot be downloaded.

Installing Web Connector

Before exporting any data, you will need to have QuickBooks installed and your Company file(s) created in QuickBooks. Once created, install the Web Connector. This can be done by selecting the link below and following the steps provided.

1. From the *QBWebConnector* window, select **Next**.



FIGURE 1 - WELCOME WIZARD FOR QBCONNECTOR

2. Select **I accept the terms in the license agreement**, and then click **Next**.



FIGURE 2 - ACCEPTING TERMS OF LICENSE AGREEMENT

3. Select **Install** to begin the installation. The installation may take several minutes.

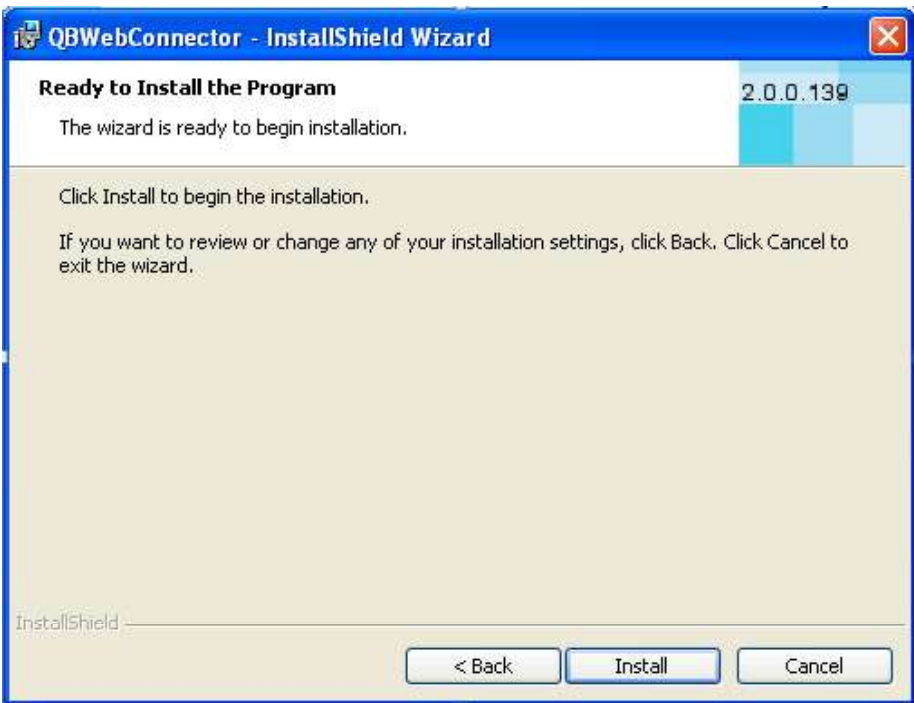


FIGURE 3 - NEXT TO BEGIN INSTALLATION

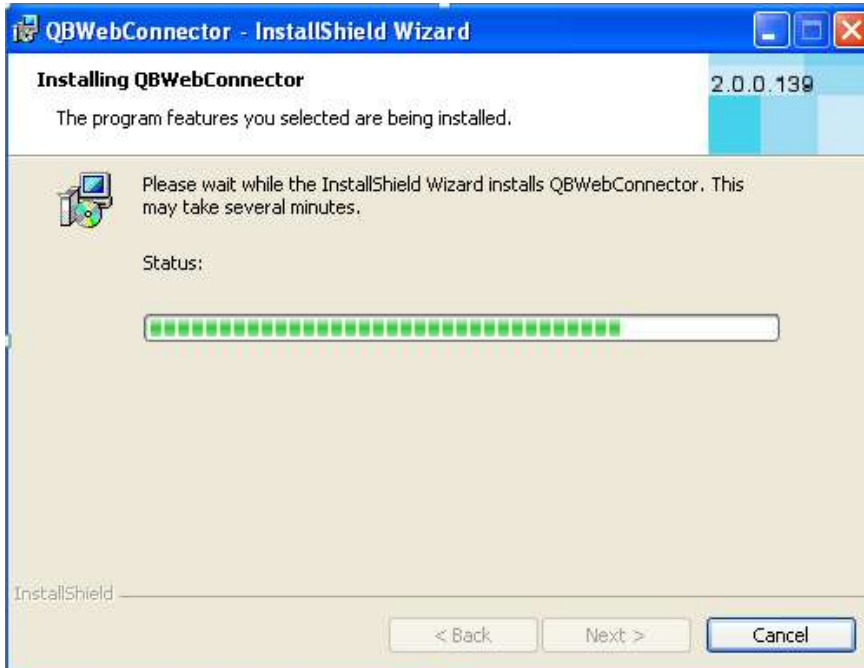


FIGURE 4 - PROGRESS BAR FOR INSTALLATION

4. Once the installation has completed, select **Finish**.

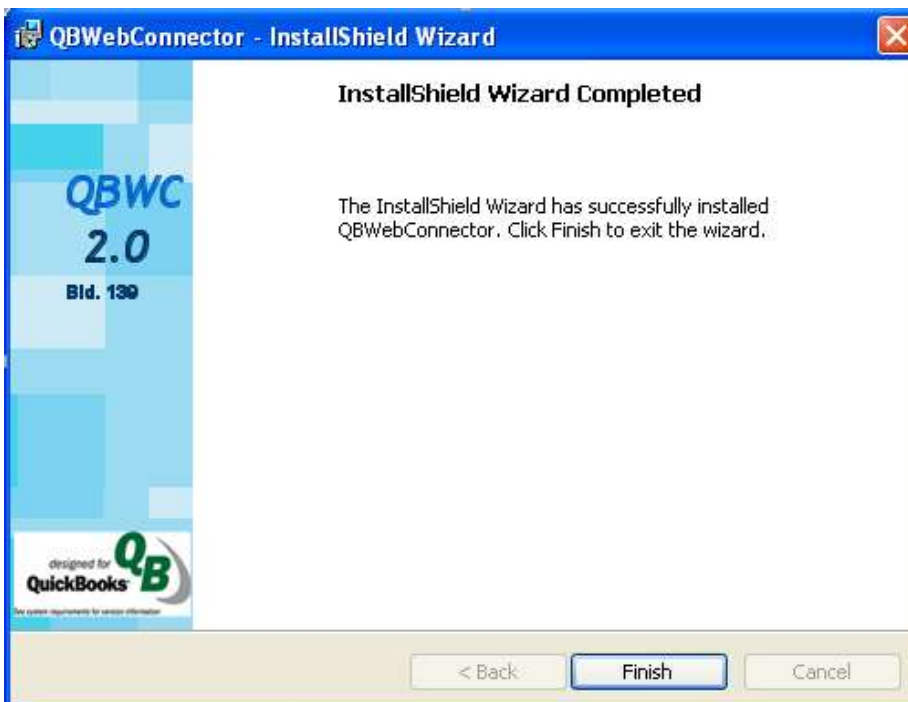


FIGURE 5 - INSTALLATION COMPLETE

NOTE: If you have trouble installing the QuickBooks Web Connector, please contact Intuit using the support methods provided at the bottom of the *Web Connector*

download page. Intuit recommends you use the same personal computer (PC) to run the Web Connector software every time in order to reduce potential upload problems.

Changing Your Web Connector Password

The Web Connector password must be the same as the application password of the person performing the export. Therefore, when you change your application password it will also be necessary for you to change your QBWC password.

1. Open QuickBooks and select the **File** tab.
2. Select **Exchange Data with Web Services**. The *QuickBooks Web Connector* page appears.
3. Place the cursor in the **Password** field and enter a new password.
4. With your cursor, select an area outside of the **Password** field. A message appears asking to save the new password change. Select **Yes** to continue.



FIGURE 6 - PROMPT TO SAVE PASSWORD CHANGE

Establishing a New Web Connector Administrator

The person who initially performs the one-time QuickBooks connect process is known as the Web Connector Administrator. A new Web Connector Administrator must be established if the previous administrator terminates employment or no longer has duties or affiliations with the QuickBooks process. This is necessary because a new user ID and password is required for the Web Connector authentication process.

The new administrator will first need to remove the QuickBooks Export Web Application from Web Connector before attempting the QuickBooks connect process.

Removing the QuickBooks Export Web Application from Web Connector

1. Launch QuickBooks, and then select **File | Update Web Services**.

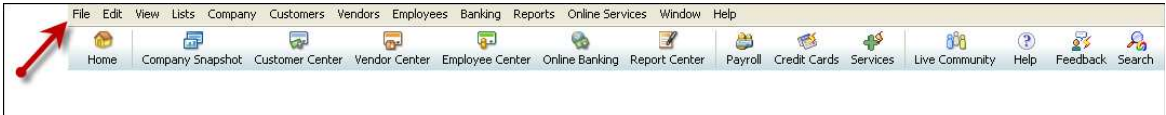


FIGURE 7 - FILE OPTION



FIGURE 8 - UPDATE WEB SERVICES OPTION

2. Select the check box to the left of the **QuickBooks Export WebApplication** you will remove. Select the **Remove** option.

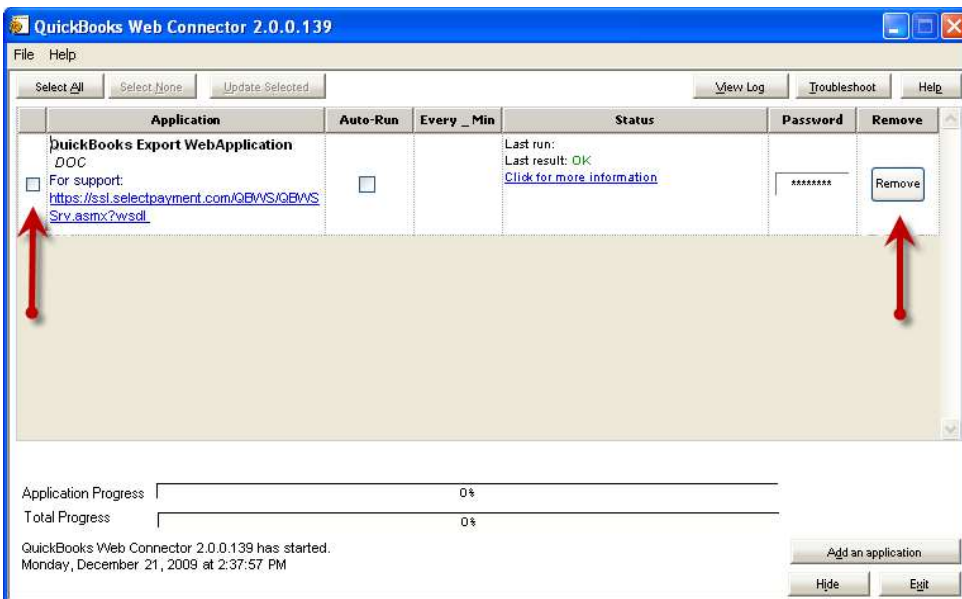


FIGURE 9 - QUICKBOOKS WEB CONNECTOR WINDOW

3. The system will prompt you to confirm removing the application. Select **Yes**.
4. Click **Exit**.

Creating a New QuickBooks Administration Password

1. Log in to the application, and select **QuickBooks** from the left main menu.

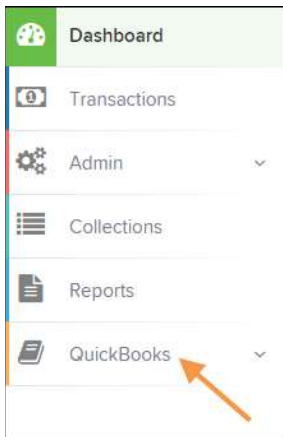


FIGURE 10 - QUICKBOOKS TAB

2. From the left navigational bar, under the *QuickBooks* heading, select the **Connect** option.

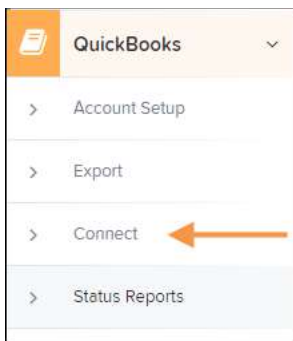


FIGURE 11 - CONNECT OPTION

3. The *QuickBooks Connect* page appears. Select the **QuickBooks Connect** option.



FIGURE 12 - QUICKBOOKS CONNECT PAGE

- The *File Download* window appears. Select the **Open** option.

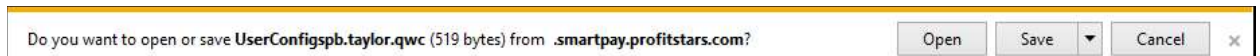


FIGURE 13 - FILE DOWNLOAD WINDOW

- If prompted, enter the **QuickBooks Master Key** in the field provided. This value is required only if the user who originally installed Intuit's Web Connector software opted to enter the QuickBooks Master Key value during the Web Connector installation.
- The *QuickBooks Web Connector* window appears. Enter your new Remote Deposit application password in the **Password** field provided.

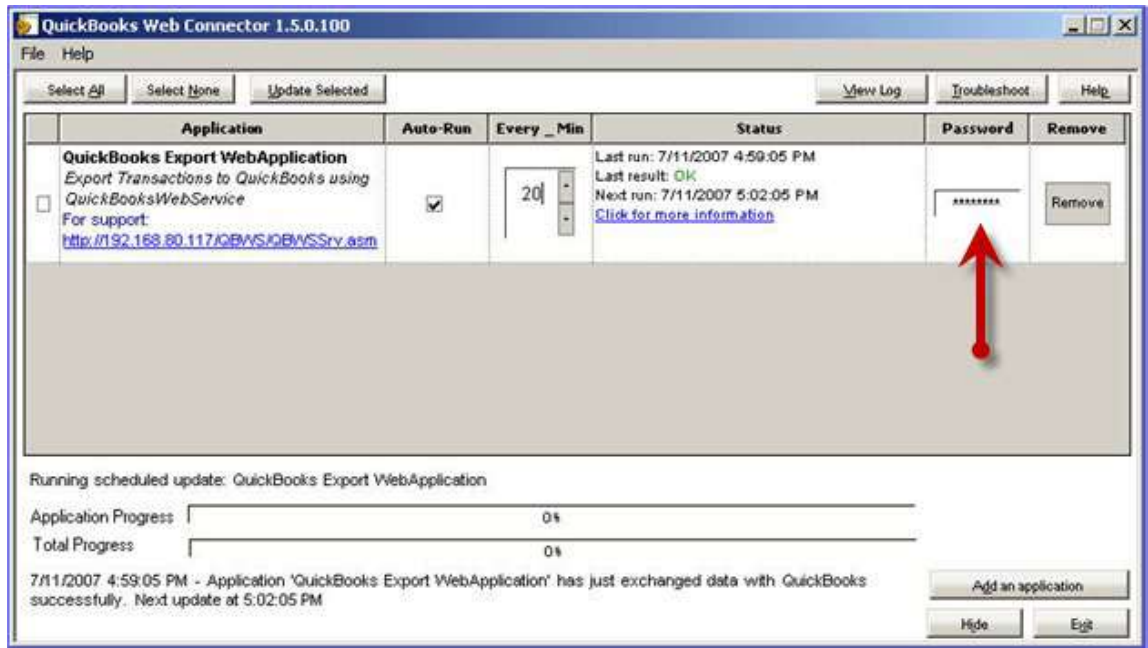


FIGURE 14 - PASSWORD FIELD

- With your cursor, select an area outside the **Password** field. The system will ask you to confirm changing the password. Click **Yes**.

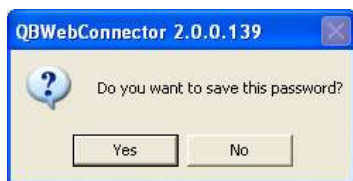


FIGURE 15 - PROMPT TO CONFIRM PASSWORD CHANGE

Connecting to QuickBooks

The **Connect** menu option, located in the Remote Deposit application, is selected only once upon logging in to the application after installing Web Connector. This step automatically loads the .QWC file into QuickBooks, which contains everything Web Connector needs to communicate with the application's web service.

Downloading QuickBooks Web Connector Configuration File

NOTE: QuickBooks should be launched prior to taking the following steps.

1. Log in to the application, and then select **QuickBooks** from the left main menu.

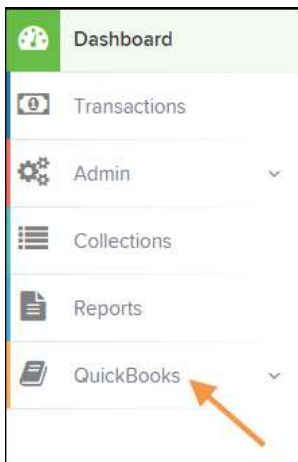


FIGURE 16 - QUICKBOOKS TAB

2. From the left navigational menu, under the **QuickBooks** heading, select **Connect**.

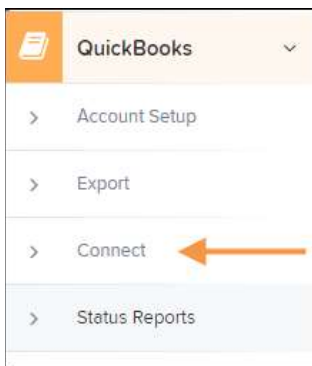


FIGURE 17 - CONNECT OPTION

3. The *QuickBooks Connect* page appears. Select the **QuickBooks Connect** option.

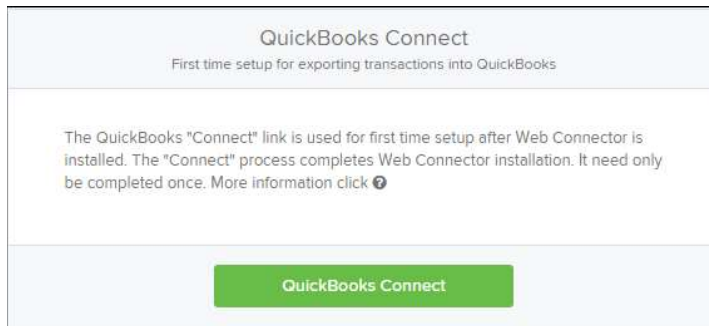


FIGURE 18 - QUICKBOOKS CONNECT OPTION

4. An Intuit Web Connector file download window appears. Select to **Open** or **Save**.
- **Open (recommended):** Immediately proceeds to the Web Connector Application Certificate process.
 - **Save:** Used in the event Web Connector becomes corrupted or damaged later. Selecting this option saves a .QWC file onto the local hard drive per the user's discretion.
 - **Cancel:** Aborts the connect process.



FIGURE 19 - FILE DOWNLOAD WINDOW

5. The *Authorize New Web Service* window appears. Select **OK**.

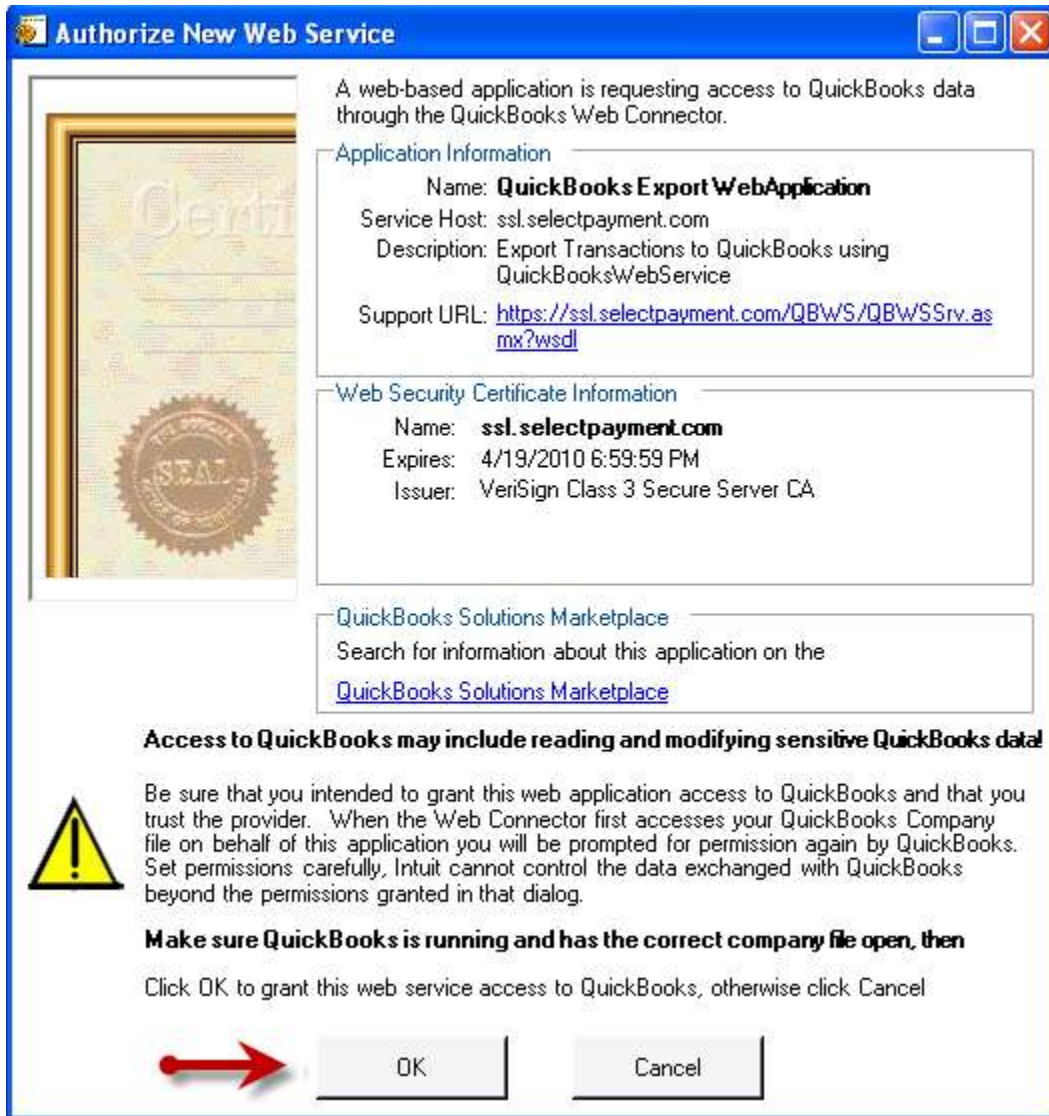


FIGURE 20 - AUTHORIZE NEW WEB SERVICE WINDOW

6. The *QuickBooks - Application Certificate* window appears with choices as to how transactions are uploaded to QuickBooks. It is *mandatory* that you choose the **Yes, whenever this QuickBooks company file is open** option. This allows transactions for export to QuickBooks to be manually or automatically stored in Web Connector.

NOTE: It is not required to select the option next to **Allow this application to access personal data such as Social Security Numbers and customer credit card information**.



FIGURE 21 - QUICKBOOKS APPLICATION CERTIFICATE

7. Select **Continue...**
8. The *Access Confirmation* window appears. Select **Done**.

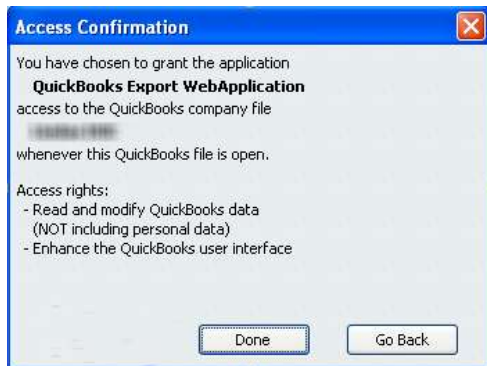


FIGURE 22 - ACCESS CONFIRMATION WINDOW

Setting Up the Run Option

In the QBWC window, it is recommended that the **Every_Min** indicator be set to 20 minutes if the **Auto-Run** option is selected (see figure below).

To upload the transactions manually, select the check box to the left of **QuickBooks Export Web Application**. Minimize the installation window; Web Connector is now running.

1. Enable the Auto-Run feature (optional) by selecting the check box in the **Auto-Run** column.

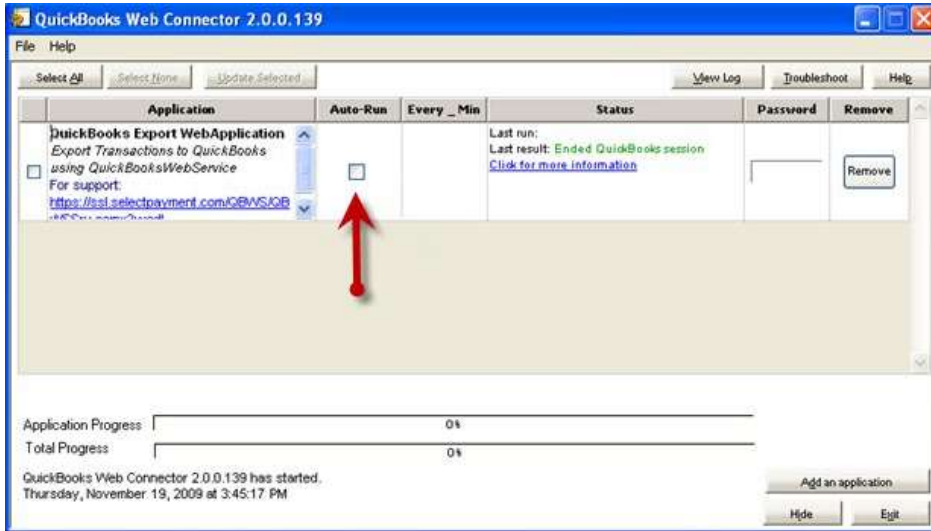


FIGURE 23 - AUTO-RUN OPTION

2. Under the **Every_Min** column, enter a frequency for how often transactions will be exported (minutes).

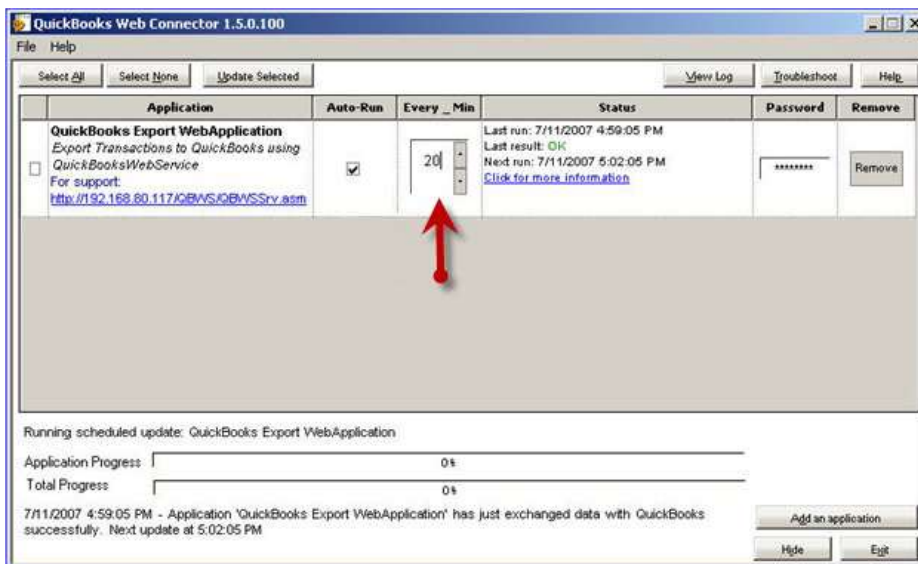


FIGURE 24 - EVERY_MIN COLUMN

3. Enter your deposit application password in the **Password** box.



FIGURE 25 - PASSWORD FIELD

4. With your cursor, select an area outside the **Password** field. A window appears asking to confirm the password change. Select **Yes** to save the new password.

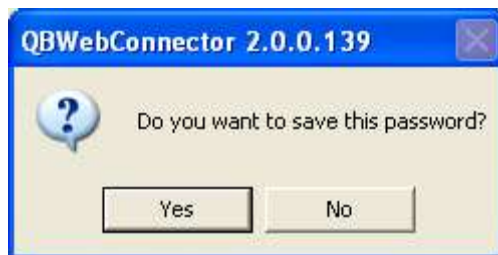


FIGURE 26 - PROMPT TO CONFIRM PASSWORD CHANGE

Account Setup

Configuring the QuickBooks Account Number List

You will need to configure an account number in QuickBooks to ensure a successful transfer of transaction information from the Remote Deposit application to your QuickBooks accounts. You should already be logged into QuickBooks and have your company file open.

1. From the top of the QuickBooks home page, select **Edit | Preferences**.

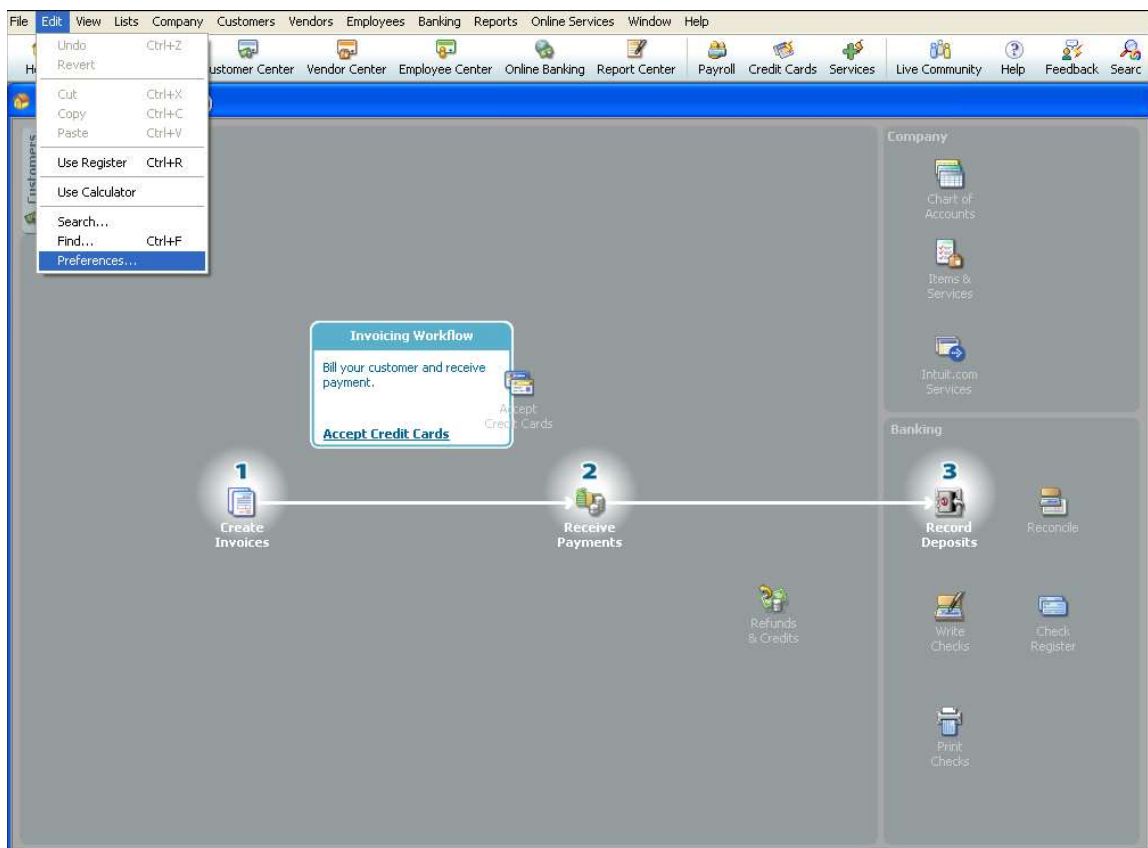


FIGURE 27 – QB HOMEPAGE, PREFERENCES OPTION

2. The *Preferences* window appears. Select the **Company Preferences** tab.
3. From the left navigational bar, select the **Accounting** option.
4. In the *Accounts* section, select the check box next to **Use account numbers** and **Require accounts**.
5. Select **OK**.

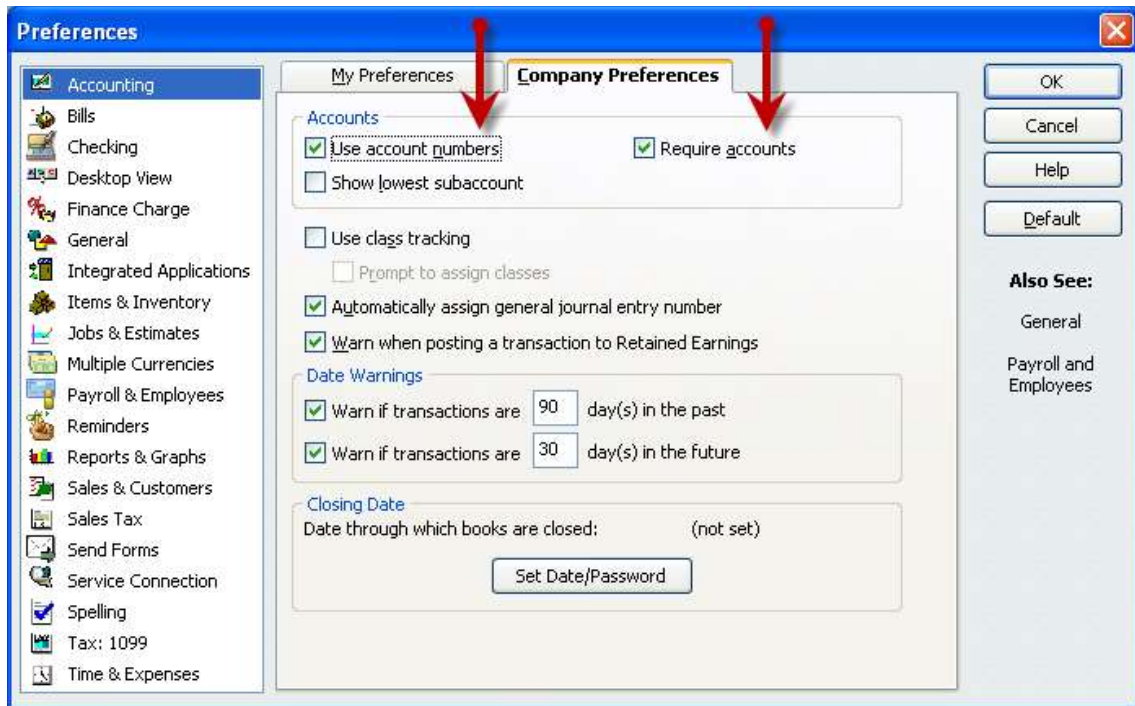


FIGURE 28 - PREFERENCES WINDOW

6. From the *QuickBooks* home page, select **Lists** | **Chart of Accounts**. Alternatively, select the **Chart of Accounts** icon on the home page.

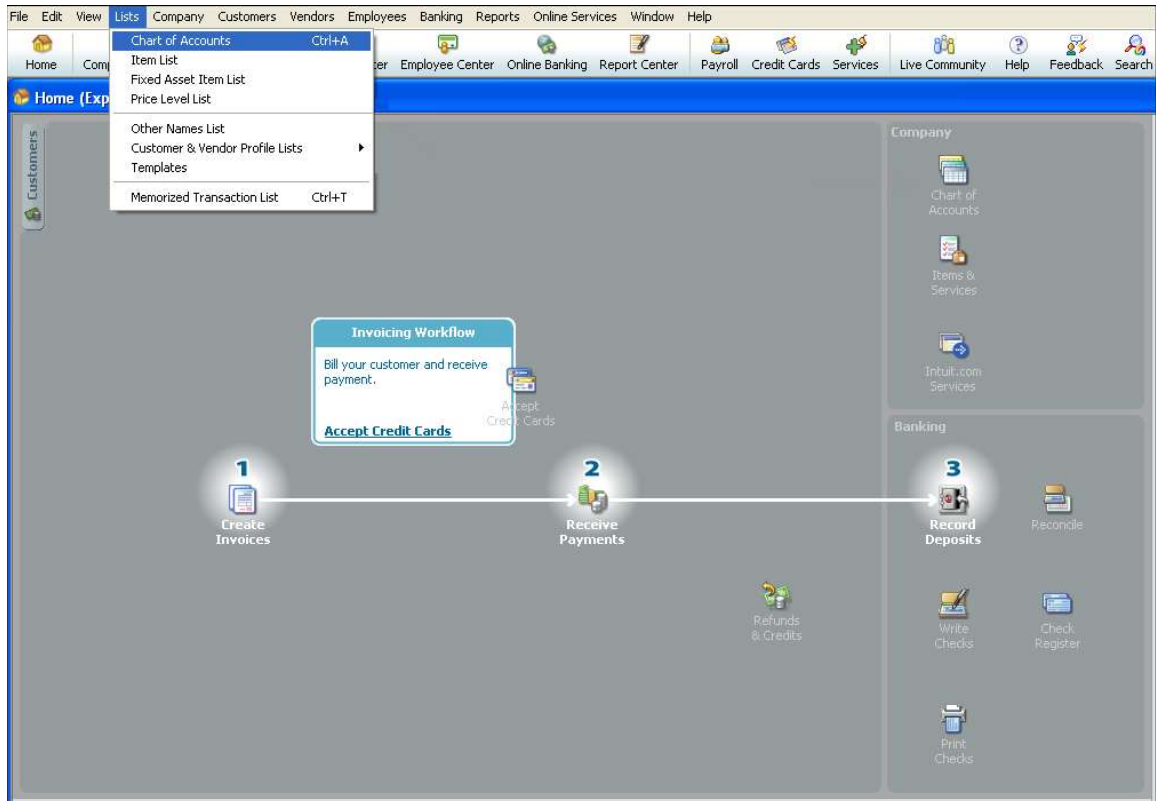


FIGURE 29 - CHART OF ACCOUNTS

- The *Chart of Accounts* appears. The **Name** column holds values for each account identified. These values are used to link them to the locations identified in the Remote Deposit application. The **Type** column holds values for each of these accounts should be set to **Bank**.

NOTE: If the **Name** field or **Type** field are not already set up, you will need to edit the information.



FIGURE 30 - LIST OF ACCOUNT NAMES

Configuring the SmartPay Business (SPB) Application Account Setup

The **Account Setup** option is used for the initial setup of the QuickBooks account numbers on the SmartPay Business application. The *QuickBooks Account Setup* page lists your bank account number(s) and credit card(s), which must be tied to a QuickBooks account number(s) to successfully export transaction information. The QuickBooks account number and QuickBooks account name are user-defined fields and must match the corresponding fields in QuickBooks.

1. Log in to the application, and select the **QuickBooks** tab from the left main menu.

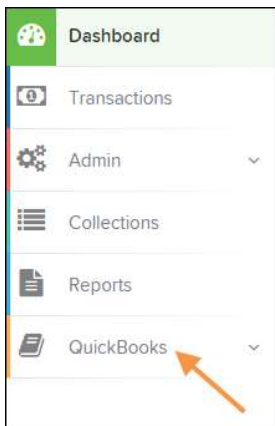


FIGURE 31 - QUICKBOOKS TAB

2. From the left navigational bar, under the **QuickBooks** heading, select **Account Setup**.

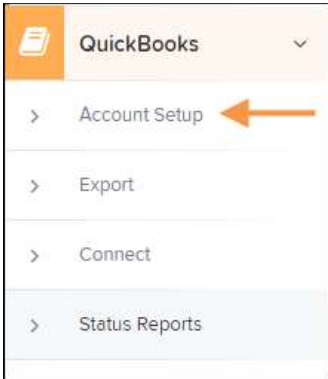


FIGURE 32 - ACCOUNT SETUP OPTION

3. The *QuickBooks Account Setup* page displays. Select an account you wish to edit.

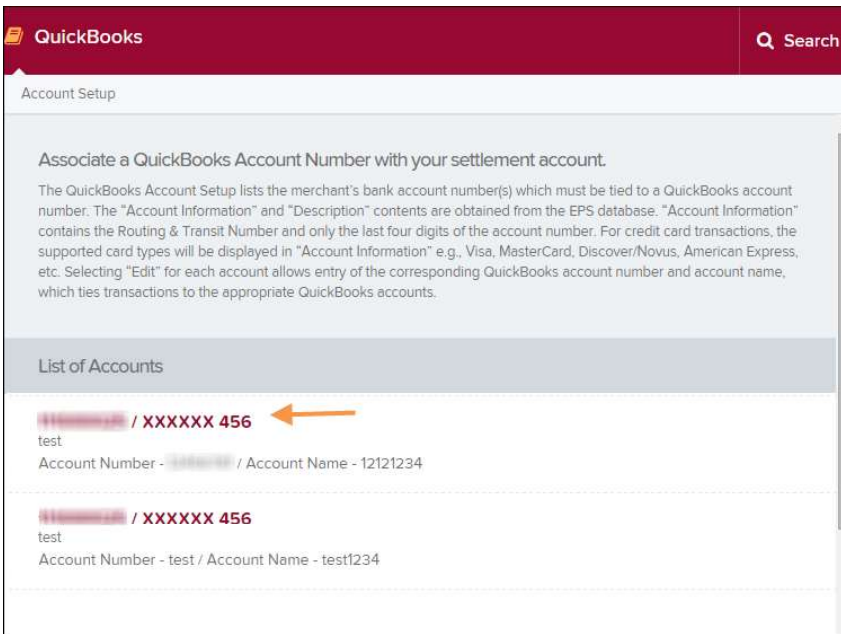


FIGURE 33 - QUICKBOOKS ACCOUNT SETUP

4. The *Edit Information* section appears on the page. Enter a **QB Account Number** and **QB Account Name** with their corresponding QuickBooks name field values.

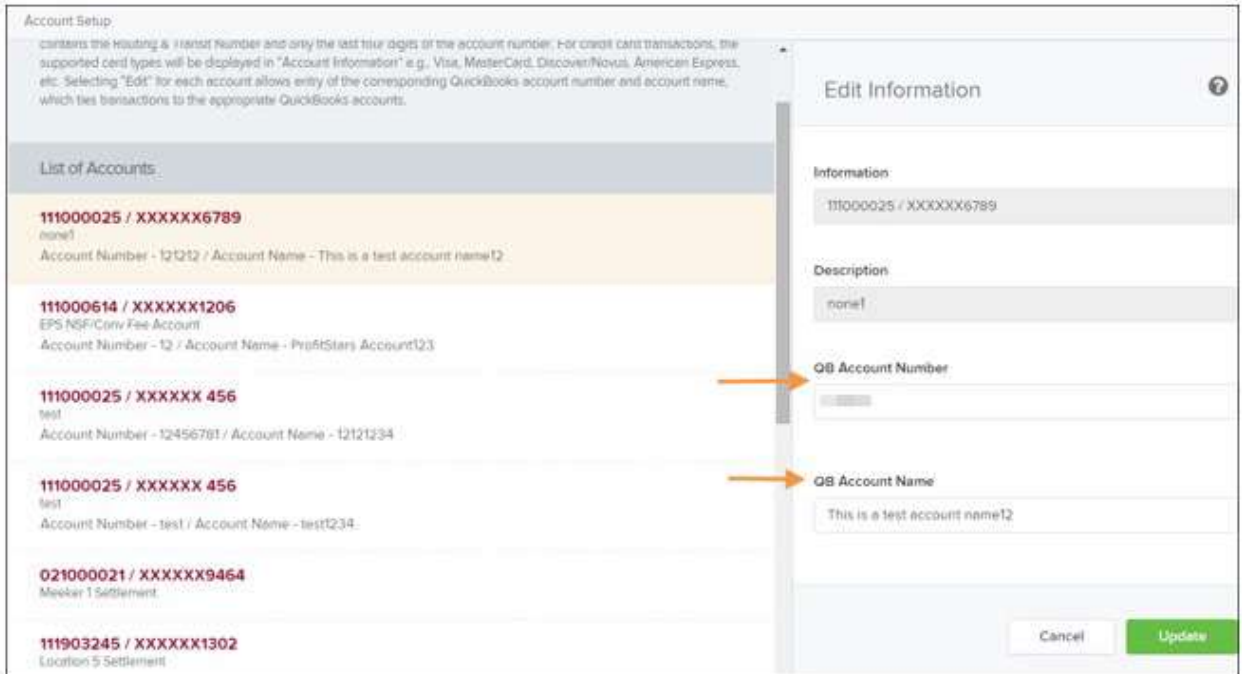


FIGURE 34 - EDIT INFORMATION SECTION

5. Select **Update**.

Exporting Transactions to QuickBooks

The **Export** option is used to transfer the selected transactions to QuickBooks. Exported transactions are selected based on the criteria entered in the **Location ID**, **Start Date**, and **End Date** fields.

NOTE: Ensure that all accounts are set up and linked correctly before exporting transactions. Previously exported transactions cannot be re-exported.

1. Log in to the application, and select **QuickBooks** from the left main menu.
2. From the left navigational bar, under the **QuickBooks** heading, select **Export**.

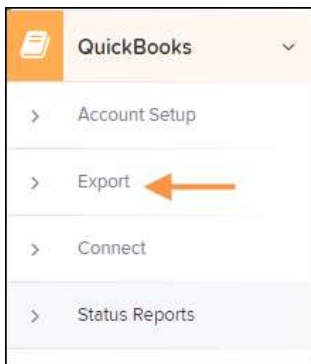


FIGURE 35 - EXPORT OPTION

3. The *QuickBooks Export* page appears. Select a **Location**. Select a date range for the export. The **Quick Pick** field offers a range of predetermined dates. Leave the value for this field as **Custom** if you wish to manually enter another date range. The **Start Date** and **End Date** fields allow you to enter a specific date range.

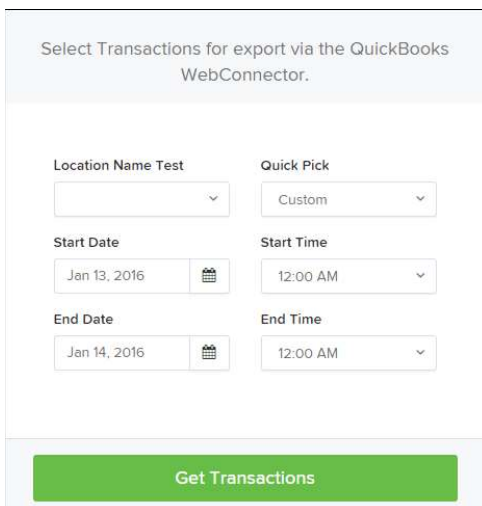
A screenshot of the QuickBooks 'Export' page. The page title is 'Select Transactions for export via the QuickBooks WebConnector.' The form contains several fields: 'Location Name Test' (a dropdown menu), 'Quick Pick' (a dropdown menu with 'Custom' selected), 'Start Date' (a date field with 'Jan 13, 2016' and a calendar icon), 'Start Time' (a time dropdown menu with '12:00 AM'), 'End Date' (a date field with 'Jan 14, 2016' and a calendar icon), and 'End Time' (a time dropdown menu with '12:00 AM'). At the bottom of the form is a large green button labeled 'Get Transactions'.

FIGURE 36 - EXPORT QUICKBOOKS PAGE

4. Select **Get Transactions**.
5. Your search results appear. Select the **Export** option. A list of the transactions ready to be exported to QuickBooks appears. This list may include transactions that were previously saved, but had not yet been uploaded. All of the transactions will be uploaded to QuickBooks during the next Web Connect manual or auto-run.

NOTE: If auto-run is enabled, be sure to have the Web Connector open and navigate to Status Reports for details about the exported transactions.

Exporting Queued Items (Auto-Run not enabled)

QuickBooks and your company file must be open before proceeding to export transactions.

1. Open QuickBooks and select **File | Update Web Services**.
2. Select the check box next to **QuickBooks Export WebApplication**.

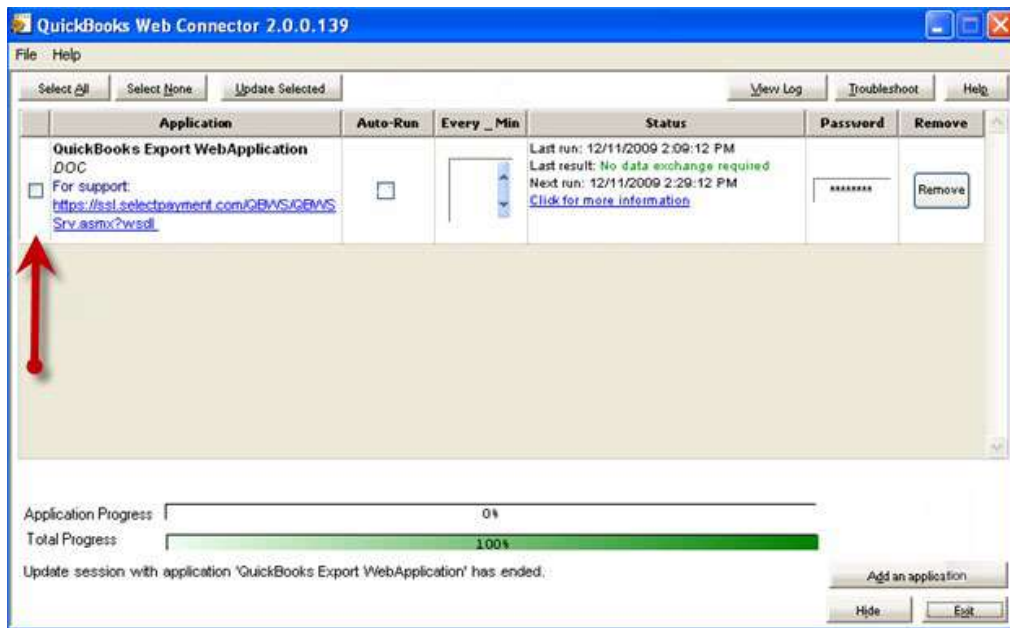


FIGURE 37 - QUICKBOOKS EXPORT WEBAPPLICATION OPTION

3. From the top of the page, select the **Update Selected** option. Wait until the export has completed (application progress displays 100%).
4. Select the **Exit** option from the bottom of the page.

Status Reports

A status report can be generated to provide you with information about each transaction that was exported. The report will display whether a transaction was successful or not, and return a response message that either states the transaction was added to QuickBooks, or identifying a problem with exporting. Reports can be created based on several criteria: **Status**, **Location** (if applicable), and **Exported Date Range**.

1. Log in to the application, and select **QuickBooks**.
2. Under the **QuickBooks** heading, select **Status Reports**.

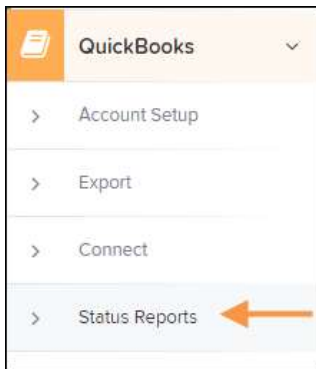


FIGURE 38 - STATUS REPORTS

3. The *QuickBooks Status Reports* page appears. From the **Status** field drop-down menu, choose one of the following fields.
 - **Exported** – Only report those transactions that have been successfully exported.
 - **Failed** – Only report those items that were unsuccessful in being exported.
 - **Queued** – Only report transactions that have been selected and exported by the user, but are waiting to be imported by QuickBooks.
 - ****All** – Report all transactions regardless of status.

This page allows you to see status reports for QuickBooks transactions.

Location ID

Status: ALL
 Export Date Range: Custom

Start Date: Jan 13, 2016
 Start Time: 12:00 AM

End Date: Jan 14, 2016
 End Time: 12:00 AM

Run Report

FIGURE 39 - QUICKBOOKS STATUS REPORTS PAGE

4. Select a specific **Location**.
5. **Exported Date Range** options are predefined day ranges. Use this filter to automatically populate the **Start Date** and **End Date** fields with dates when transactions were exported. Select an option from this drop-down menu, or leave the default set to **Custom** if you wish to set specific date ranges.
6. Complete the **Start Date** and **End Date** fields, if not using a predetermined date range from the **Exported Date Range** field. Enter dates in MM/DD/YYYY format, or use the calendar option provided.
7. Select **Run Report**. The transactions matching your report filters appear. You can navigate through several pages of results using the navigational options provided. Selecting a column header on the report, such as **Ref. Number**, **Exported Date**, **Status**, etc. will organize the information in ascending order (indicated by an upward arrow). Selecting the column header a second time will organize the information in descending order (indicated by a downward arrow).

View	Reference Number	Exported Date	Sync. Date	Sync. Status	Response Message	Customer Name	Paym
	T:G6CC54LCA1	6/6/2014 1:44:13 PM CT	12/31/9999 11:59:59 PM CT	Queued		Tom Eves	Che
	T:YDH4Y6LCA1	6/6/2014 1:44:13 PM CT	12/31/9999 11:59:59 PM CT	Queued			Che
	T:0FH4Y6LCA1	6/6/2014 1:44:13 PM CT	12/31/9999 11:59:59 PM CT	Queued		James Jones	Che
	T:1FH4Y6LCA1	6/6/2014 1:44:13 PM CT	12/31/9999 11:59:59 PM CT	Queued		James Jones	Che
	T:3FH4Y6LCA1	6/6/2014 1:44:13 PM CT	12/31/9999 11:59:59 PM CT	Queued			Visa
	T:4FH4Y6LCA1	6/6/2014 1:44:14 PM CT	12/31/9999 11:59:59 PM CT	Queued			Visa

FIGURE 40 - QUICKBOOKS STATUS REPORT


- To see an image of an item, or to look at details about the transaction, select  **View** to the left of the transaction.
- To export the report, select the **Export** option. A *File Download* window appears. Select **Save** to save the report on your computer.



FIGURE 41 - FILE DOWNLOAD FOR STATUS REPORT EXPORT

In the *Save As* window, select a location to save the exported report, and then select **Save**.

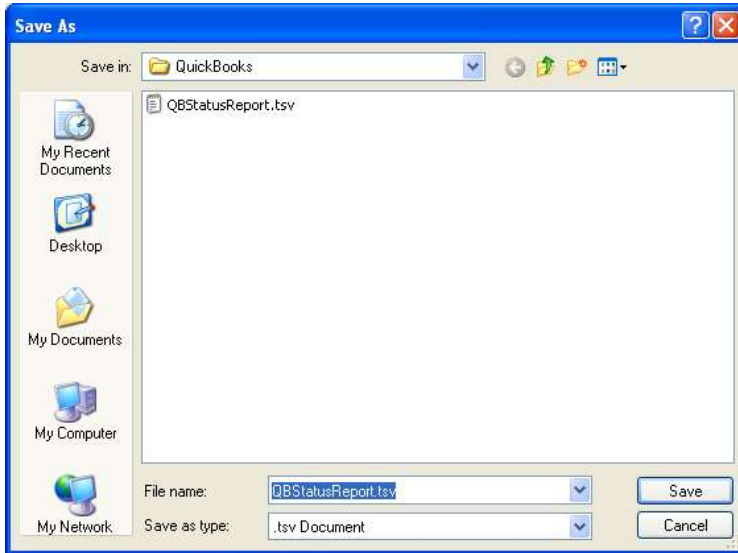


FIGURE 42 - SAVE AS WINDOW

- c. To print the report, select the **Print Report** option. You may decide to print the report in a landscape format, rather than portrait.

Trouble Shooting

Failed Transactions

When adding transactions to QuickBooks, it is possible that some transactions can fail, if created for an account that is not linked to a QuickBooks account name and number. When this occurs, you will need to update the **QB Account Number** and **QB Account Name** fields.

Re-queuing Failed Transactions

Once an account name has been linked to an appropriate QuickBooks account, you can resend the transaction using the following steps.

1. Log in to the Remote Deposit application, and select the **QuickBooks** tab from the top of the page.
2. Select **Status Reports**.
3. The *QuickBooks Status Reports* page appears. In the **Status** field, select the **Failed** option. This will filter transactions to show only those that failed initially.
4. Select a **Location**.
5. Select an **Exported Date Range**, or specify a **Start Date** and **End Date** with the fields provided.
6. Select **Run Report**. The transactions matching your report filters appear. Select the check box next to the item(s) you wish to resubmit for export.
7. Select the **Retry** option from the bottom of the page. The item(s) are re-queued for transmission.

Restarting Web Connector

Shutting down your PC will terminate Web Connector. You may need to start it again prior to exporting transactions.

1. Launch QuickBooks and select **File | Update Web Services**.



FIGURE 43 - FILE OPTION



FIGURE 44 - UPDATE WEB SERVICES OPTION

2. If you have enabled the **Auto-Run** feature, transactions will update automatically. To manually upload transactions, select the checkbox next to **QuickBooks Export WebApplication**.

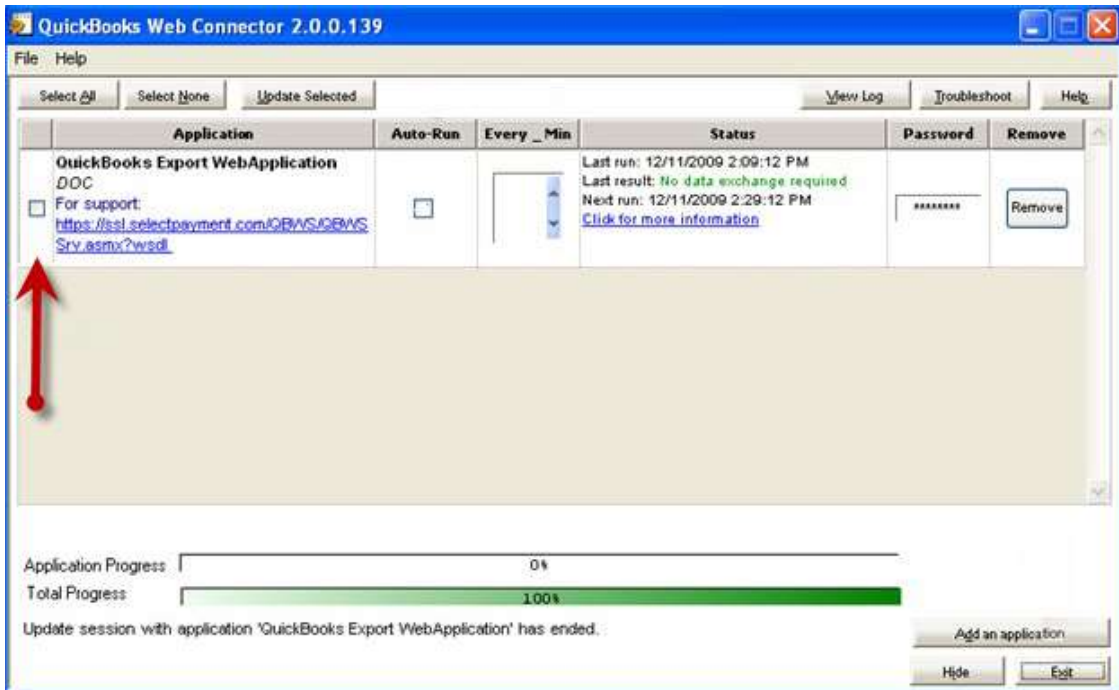


FIGURE 45 - QUICKBOOKS EXPORT WEBAPPLICATION OPTION

3. Select the **Update Selected** option at the top of the page.

Glossary of Terms

Failed Export Response Messages

Failed exports are typically due to setup issues. Failure for an account to be exported can happen for the following reasons.

- No account number associated with an account in QuickBooks.
- No account set up in QuickBooks for a Remote Deposit application account.
- No QuickBooks account name associated with a Remote Deposit application account.
- The account name and/or number do not match the entry in the Remote Deposit application.

The *Response Message* column on the *QuickBooks Status Report* page can display the following messages.

Response Message	Details
Transaction Successfully Added into QuickBooks.	<i>This message indicates the transaction was successfully added into QuickBooks.</i>
Transactions Failed...Account information not found.	<i>This message indicates that a transaction was not imported into QuickBooks due to a setup error. This could mean the account is not set up correctly within QuickBooks, or that an incorrect account name for this account was placed in the Remote Deposit application.</i>
StatusCode1: StatusMessage: A query requested did not find matching object in QuickBooks	<i>This message indicates that the QB Account Name in the Remote Deposit application is incorrect. The QB Account Name will need to be corrected before attempting to export the transactions, again.</i>
Transaction cannot be completed as QBAccountNumber – XXXX not found in QuickBooks	<i>The XXXX in this message denotes the QB Account Number as used in the account setup procedure. The account number in the Remote Deposit application does not agree with the account number in QuickBooks, and will need to be corrected before attempting to export the transactions, again.</i>
Account Not Found in QuickBooks, Transaction cannot be completed.	<i>This message indicates that the transactions were not imported into QuickBooks due to a setup problem.</i>

Status Report Field Definitions

QuickBooks Status Reports have multiple columns with specific information. The table below contains definitions for the different columns displayed in the report.

Column	Definition
Amount	This field represents the amount of the transaction being exported.
Customer Name	This field contains the name of the business or person that wrote the check.
Date Synchronized	This field contains the date and time QuickBooks Web Connector attempts to import the transaction. This field will update each time transactions with a queued status are imported by Web Connector.
Exported Date	This field contains the date/time the transaction was queued for export into QuickBooks, and will update if the transaction fails and the Retry option is selected.
Payment Type	This field displays the type of transaction being exported. Acceptable types are: Checking, Savings, General Ledger, Visa, American Express, Master Card, Diners Card.
QB Account Number	This field contains the QuickBooks account number that should equal the Remote Deposit account for which transactions are processed.
Ref Number	This field contains the value assigned to each approved transaction by the Remote Deposit application.
Response Message	This field contains messages about the status of transactions being imported into your QuickBooks accounts. Whether a transaction was successfully imported or not, this field provides information about each transaction and assists in identifying problems with a failed upload.
Status	This field displays one of three statuses for a transaction: Exported – The transaction was successfully sent to QuickBooks. Failed – The transaction did not get sent to QuickBooks. Queued – The transaction is waiting to be uploaded into QuickBooks.
View	This field contains a link to the Transactions Details page in the Remote Deposit application for this particular transaction.