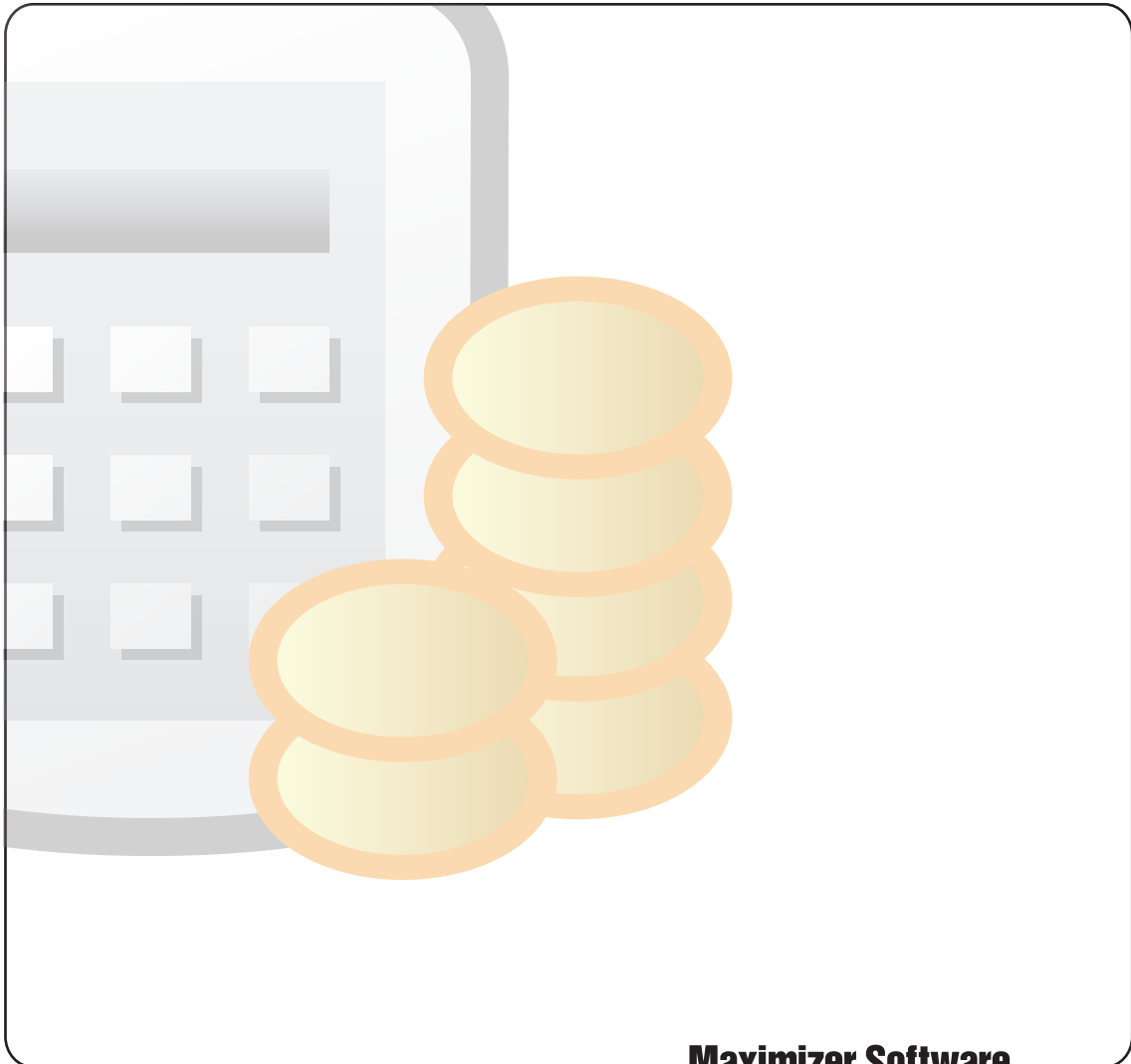




Maximizer CRM™ 10

Accounting Link *Designed for use with QuickBooks®*

User's Guide



Maximizer Software
Simply Successful CRM

Notice of Copyright

Published by Maximizer Software Inc.
Copyright ©1988-2007
All rights reserved.

Registered Trademarks and Proprietary Names

Product names mentioned in this document may be trademarks or registered trademarks of Maximizer Software Inc. or other hardware, software, or service providers and are used herein for identification purposes only.

Applicability

This document applies to Maximizer CRM 10.

Maximizer Software Address Information

Corporate Headquarters Americas

Maximizer Software Inc.
1090 West Pender Street – 10th Floor
Vancouver, BC, Canada V6E 2N7
+1 604 601 8000 phone
+1 604 601 8001 fax
+1 888 745 4645 support
info@maximizer.com
www.maximizer.com
Knowledge Base: www.maximizer.com/knowledgebase

Europe, Middle East, and Africa

Maximizer Software Ltd
Apex House, London Road
Bracknell, Berkshire
RG12 2XH United Kingdom
info@maximizer.co.uk
www.maximizer.co.uk

Asia

Maximizer Asia Limited
17/F, Regent Centre
88 Queen's Road
Central, Hong Kong
+(852) 2598 2888 phone
+(852) 2598 2000 fax
info@maximizer.com.hk
www.maximizer.com.hk

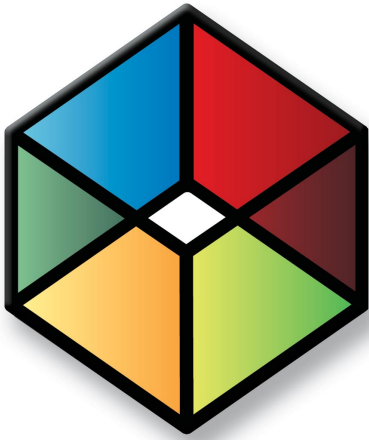
Australia

Maximizer Software Solutions Pty. Ltd.
Level 10, 815 Pacific Highway
Chatswood, New South Wales
Australia, 2067
+61 (0)2 9957 2011 phone
+61 (0)2 9957 2711 fax
info@maximizer.com.au
www.maximizer.com.au

Contents

Chapter 1	Introduction	1
	Types of Configuration	2
	Local Configuration	2
	Remote (Client/Server) Configuration	3
	Mixed Configuration	4
Chapter 2	Installing the Accounting Link.....	5
	Installing Accounting Link	6
	Accounting Link Licensing	9
	Installing QuickBooks SDK 4.0	10
	Installing QuickBooks Remote Data Sharing Server.....	15
	Installing QuickBooks Remote Data Sharing Client	16
Chapter 3	Providing Accounting Rights to Maximizer Users.....	17
	Enabling Accounting Module Access	18
	Adding Users to the Accounting Security Group	19
	Granting Accounting Permissions	20
Chapter 4	Configuring the Accounting Link for Local Operation	21
	Methods of Local Connection	23
	Configuring for Local Operation with Both QuickBooks and Maximizer Running	23
	Configuring for Local Operation without QuickBooks Running.....	25
Chapter 5	Configuring the Accounting Link for Remote Operation ..	27
	Starting the QuickBooks Remote Data Sharing Server	30
	Granting Maximizer Access to the QuickBooks Company File	32
	Assigning Access Rights to Maximizer in QuickBooks.....	33
	Configuring the QuickBooks Remote Data Sharing Client.....	35
	Starting Accounting Link on a Client Machine.....	36
Chapter 6	Using Accounting Link.....	39
	Connecting to QuickBooks with Maximizer	40
	Starting Accounting Link in a Local Configuration.....	40
	Starting Accounting Link in a Remote Configuration	40
	Linking Address Book Entries	41

Creating Invoices, Estimates, and Purchase Orders	44
Creating a New Transaction Based on an Existing One	46
Creating an Invoice from an Estimate	47
Viewing Invoices, Estimates, and Purchase Orders.....	48
Viewing Accounting Details about a Customer or Vendor.....	49
Index	51



CHAPTER
Introduction 1

In this chapter...

“Types of Configuration” on page 2

i You cannot use Accounting Link with MaxExchange Remote Workstations.

Maximizer Accounting Link Designed for Use with QuickBooks® enables you to create estimates, invoices, and purchase orders from within Maximizer, while simultaneously creating them in the QuickBooks company file. Entering QuickBooks transactions through Maximizer also logs a note for the related Address Book entry.

For a current list of supported QuickBooks versions, refer to the Maximizer website at www.maximizer.com.

This guide explains how to install, configure, and operate Accounting Link.

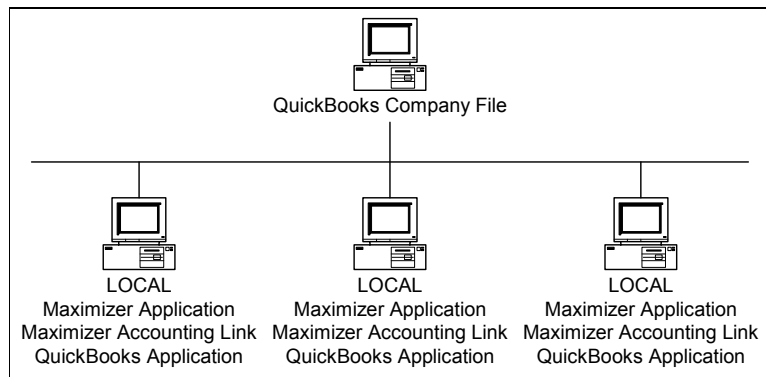
Types of Configuration

You can configure Accounting Link to operate locally on a machine, over the network in a client/server environment, or both. In all cases, the QuickBooks company file (.QBW) can be located on the client computer, or server computer, or elsewhere.

Local Configuration

i In both Local and Remote configurations, the QuickBooks company files may be located on the server, a workstation, or anywhere else on the network.

In a local configuration, Maximizer connects to a QuickBooks application on the same machine.

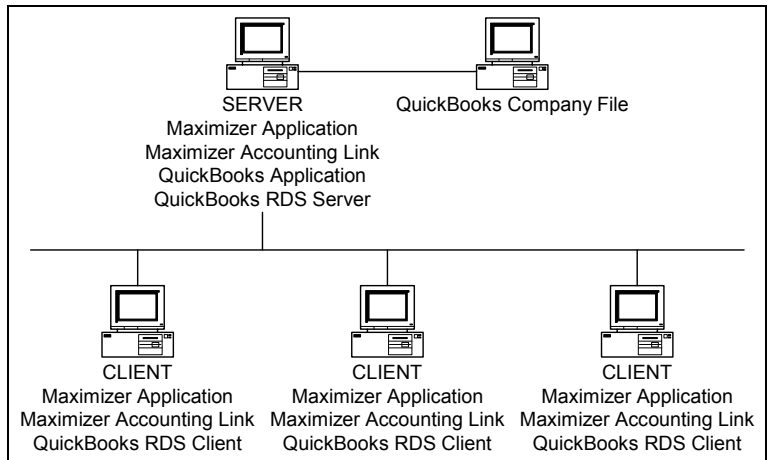


Refer to "Configuring the Accounting Link for Local Operation" on page 21 for instructions.

Remote (Client/Server) Configuration

i In this configuration, the “server” is not necessarily the Maximizer server. It is the QuickBooks Remote Data Sharing Server.

In a remote (client/server) configuration, the QuickBooks Remote Data Sharing (RDS) Client connects to the QuickBooks RDS Server on another machine. In a this environment, multiple Maximizer machines can connect to the same QuickBooks RDS Server. This configuration requires QuickBooks RDS Client to be installed on the Maximizer application machines and QuickBooks RDS Server to be installed on the QuickBooks application machine. However, the QuickBooks company file may be located on any machine on the network. The Installation chapter explains how to install this software.

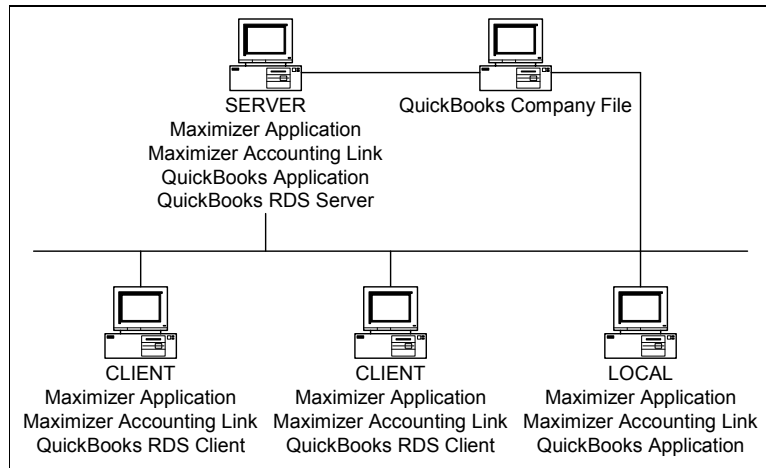


If the version of QuickBooks you are running uses the QuickBooks SDK 3, the QuickBooks application and the QuickBooks RDS Client cannot be installed on the same machine. In that case, if you require the QuickBooks application to be installed on all workstations, use the local configuration described in “Configuring the Accounting Link for Local Operation” on page 21 instead. However, if the version of QuickBooks you are running uses the QuickBooks SDK 4.0, the QuickBooks application and the QuickBooks RDS Client can both be installed on the same machine.

Refer to “Configuring the Accounting Link for Remote Operation” on page 27 for instructions.

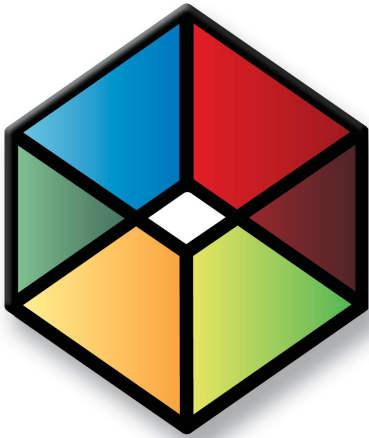
Mixed Configuration

A mixed configuration is a combination of local and remote arrangements. In this setup, QuickBooks RDS Server is on a machine with the QuickBooks application, operating as the server to any client machines. Other machines are configured as clients that connect to the QuickBooks server or they are configured to operate locally. As with all configurations, the QuickBooks company file can be located on any machine on the network, including any Accounting Link server or client machines.



In this type of configuration, set up the machines running RDS Server and RDS Client. Refer to “Configuring the Accounting Link for Remote Operation” on page 27 for instructions.

Set up the non-RDS (local) machines as described in “Configuring the Accounting Link for Local Operation” on page 21.



CHAPTER 2 Installing the Accounting Link

In this chapter...

“Installing Accounting Link” on page 6

“Installing QuickBooks SDK 4.0” on page 10

“Installing QuickBooks Remote Data Sharing Server” on page 15

“Installing QuickBooks Remote Data Sharing Client” on page 16

Installing Accounting Link

Maximizer must be installed before you can install Accounting Link. Install Accounting Link software on all computers that will connect to QuickBooks through Maximizer.

If QuickBooks and Maximizer will both be installed on the same machine (local configuration), Maximizer installed before installing Accounting Link, and QuickBooks must be installed before you can use Accounting Link.

If your version of QuickBooks requires QuickBooks SDK 4.0 to work with Accounting Link, the SDK installation starts automatically at the end of the Accounting Link installation. QuickBooks SDK 4.0 also installs QuickBooks Remote Data Sharing (RDS) Client automatically. However, QuickBooks RDS is required for remote Accounting Link configurations only.

If you have previously installed QuickBooks SDK 4.0, and you subsequently install a version of QuickBooks that requires QuickBooks SDK 3, you must manually uninstall QuickBooks SDK 4.0 first.

Some versions of QuickBooks use QuickBooks SDK 3 and those machines cannot have the QuickBooks application and QuickBooks RDS Client both installed on the same machine.

► To install Maximizer Accounting Link Designed for Use with QuickBooks

- 1 Insert the Maximizer Accounting Link Designed for Use with QuickBooks CD into the CD-ROM drive.


The installation wizard runs automatically.

- 2 Select **Install Accounting Link Designed for use with QuickBooks**.

The InstallShield Wizard starts.

- 3 Click **Next**.

- 4 Read the License Agreement, and click **Yes**.

 If the setup doesn't start automatically, you can start it manually by running autorun.exe from the CD.

- 5 Enter your **Product Serial Number, First Name, Last Name, and Company**, and click **Next**.

The screenshot shows the 'Customer Information' dialog box. The title bar reads 'Maximizer Accounting Link. Designed for Use with QuickBooks'. The main title is 'Customer Information' with the instruction 'Please enter your information.' Below this, there are three input fields: 'Product Serial Number' (with a note: '*Product Serial Number: Accounting Link. Designed for use with QuickBooks will be installed after you enter the PSN, or a Trial version of the US Accounting Link. Designed for use with QuickBooks will be installed if you leave this field blank.'), '*First Name:' (containing 'Joe'), '*Last Name:' (containing 'Napoli'), and 'Company:' (containing 'Esconca Estate Wines'). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 6 Read the Release Notes, and click **Next**.

The screenshot shows the 'Release Notes' dialog box. The title bar reads 'Maximizer Accounting Link. Designed for Use with QuickBooks'. The main title is 'Release Notes' with the 'Accounting Link' logo to the right. The instruction is 'Please read the Maximizer Accounting Link Designed for Use with QuickBooks Release Notes.' Below this is a scrollable text area containing the following text: 'Maximizer Accounting Link 9 Designed for Use with QuickBooks', 'RELEASE NOTES', 'Version 9', 'October 17, 2005', 'These notes provide information that is not described in the Maximizer documentation.', and 'CONTENTS:'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

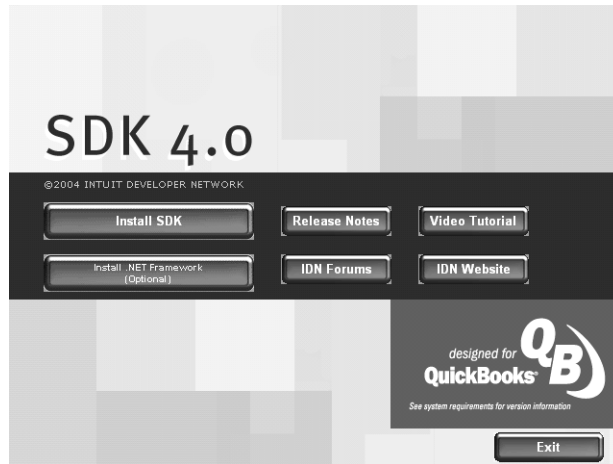
- 7 Click **Next** to begin the installation.

The screenshot shows the 'Start Copying Files' dialog box. The title bar reads 'Maximizer Accounting Link. Designed for Use with QuickBooks'. The main title is 'Start Copying Files' with the 'Accounting Link' logo to the right. The instruction is 'Review settings before copying files.' Below this is a scrollable text area containing the following text: 'Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.', 'Current Settings:', 'Program Installation Folder: C:\Program Files\Maximizer\MaData6\Plugins\BP\Window\Accounting\'', 'Maximizer Installation Folder Detected: C:\Program Files\Maximizer', 'Maximizer Version Detected: 9.0.1544.514', and 'PSN: 11829100000006'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

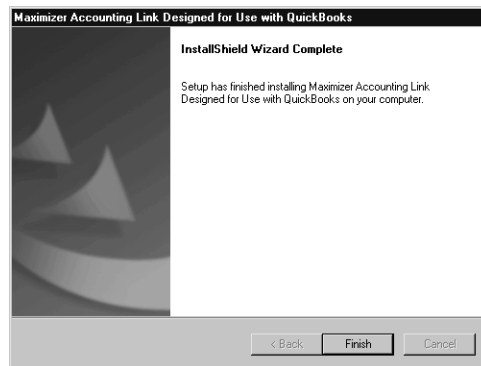
i If you already have the QuickBooks SDK installed, it will not prompt you to reinstall.

The wizard displays an installation progress indicator.

Depending on your version of QuickBooks, it might prompt you to install the QuickBooks SDK. For instructions, refer to “To Install QuickBooks SDK 4.0” on page 10.



When the Accounting Link installation is complete, the following screen displays.



8 Click **Finish**.

Maximizer Accounting Link Designed for Use with QuickBooks is now installed.

Accounting Link Licensing

After you have installed Accounting Link, install and apply your Accounting Link Product License Number (PLN), as described in your Maximizer Administrator documentation and online help.

Note that Accounting Link includes a license for one user in addition to the MASTER user.

Installing QuickBooks SDK 4.0

QuickBooks SDK 4.0 is required for Accounting Link with some versions of QuickBooks. If it is required, the installation launches automatically at the end of the Accounting Link installation.

If you have previously installed QuickBooks SDK 4.0, and you subsequently install a version of QuickBooks that requires QuickBooks SDK 3, you must manually uninstall QuickBooks SDK 4.0 first.

If the QuickBooks SDK 4.0 installation did not start automatically as part of the Accounting Link installation, and you need to install it, you can start the setup manually by running SDK40.exe from the AcctQB\3rdParty\QB_SDK_40 folder on the CD.

When installing the QuickBooks SDK 4.0 on Windows XP, you may encounter an error message numbered 2908. It is safe to ignore this error by clicking OK and proceeding with the installation.

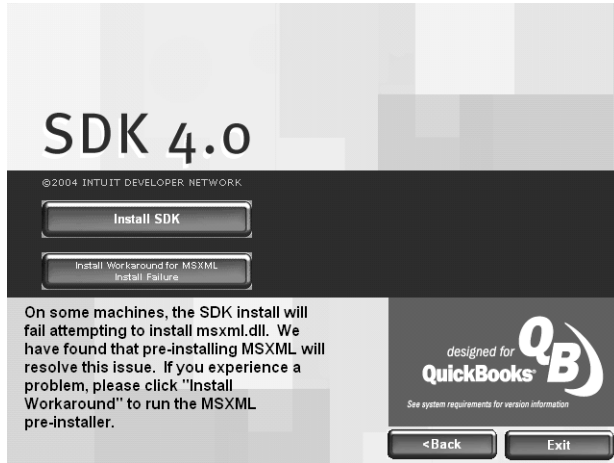
► To Install QuickBooks SDK 4.0

- 1 If the Microsoft .NET Framework is not installed on the computer, click **Install .NET Framework** and follow the on-screen instructions before installing the SDK.



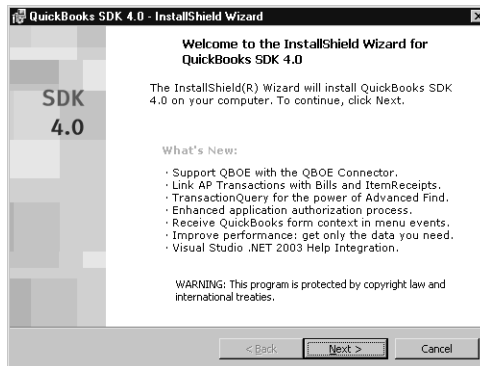
- 2 After the Microsoft .NET Framework is installed, click **Install SDK**.

- 3 Click **Install Workaround for MSXML Install Failure** to pre-install MSXML.

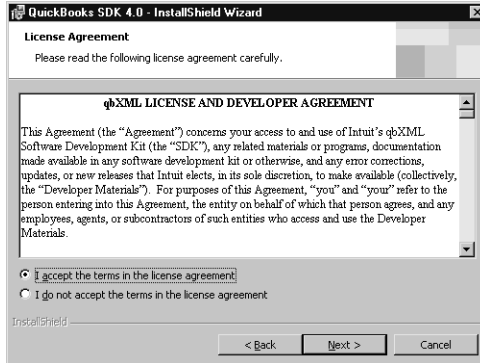


- 4 Follow the on-screen instructions to install MSXMLFix.
- 5 Click **Install SDK**.

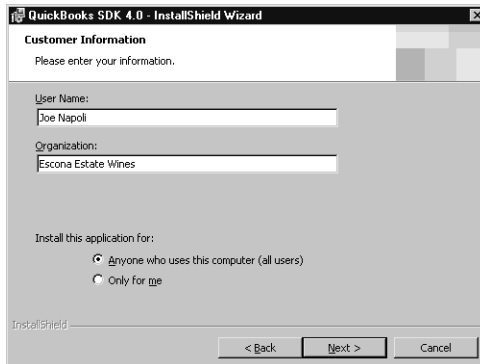
The InstallShield Wizard starts. This process may take several minutes.



6 On the Welcome screen, click **Next**.

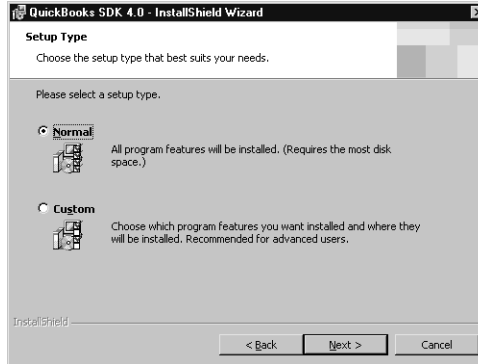


7 Read the license agreement, select **I accept the terms of this license agreement**, and click **Next**.

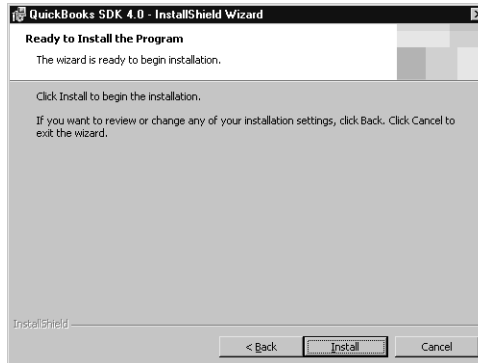


- 8** Enter your name and your company's name, select one of the user installation options, and click **Next**.

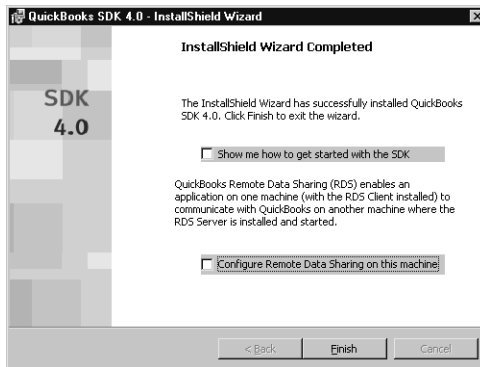
In most cases, it is best to select **Anyone who uses this computer**, unless other users of this computer should not have access to the QuickBooks Accounting Link.



- 9** Select **Normal**, and click **Next**, unless you have a specific reason to customize your installation.



1 0 Click **Install**.



1 1 On the InstallShield Wizard Complete screen, clear the selected options, and click **Finish**.

1 2 On the main SDK 4.0 screen, click **Exit**.

Installing QuickBooks Remote Data Sharing Server

i This section does not apply to local configurations.

If you will be using a remote configuration, install QuickBooks Remote Data Sharing (RDS) Server on a machine where the QuickBooks application is installed. The QuickBooks company file does not necessarily have to be located on this machine.

➤ **To install QuickBooks Remote Data Sharing Server**

- 1** Insert the Maximizer Accounting Link Designed for Use with QuickBooks CD into the CD-ROM drive.

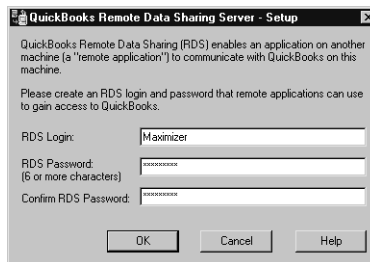
The installation wizard runs automatically.

- 2** Select **Install QuickBooks Remote Data Sharing Server**.

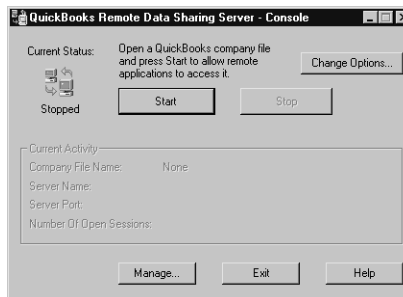
- 3** Follow the instructions in the InstallShield Wizard to install the program.

When installation is complete, the QuickBooks RDS Server Setup dialog box opens.

- 4** Enter the **RDS Login** name and **Password** that Maximizer workstations (RDS clients) use to gain access to QuickBooks, and click **OK**.



The QuickBooks Remote Data Sharing Server Console opens.



The QuickBooks RDS Server is now installed.

Installing QuickBooks Remote Data Sharing Client

i This section does not apply to local configurations.

If you will be using a remote configuration, install QuickBooks Remote Data Sharing (RDS) Client on all machines that will connect to the QuickBooks RDS Server. Maximizer and Accounting Link must be installed on the client machine before installing RDS Client.

Depending on your version of QuickBooks, RDS Client may have been installed already with QuickBooks SDK 4.0, which installs automatically after Accounting Link if it is required. To determine if it has been installed, look for it in the Start > Programs > QuickBooks > Remote Data Sharing Client menu.

Versions that use SDK 4.0 may have the QuickBooks application and RDS Client on the same machine. However, with versions of QuickBooks that use SDK 3, the QuickBooks application and RDS Client cannot both be installed on the same machine.

► To Set Up QuickBooks Remote Data Sharing Client

1 Insert the Maximizer Accounting Link Designed for Use with QuickBooks CD into the CD-ROM drive.

The installation wizard runs automatically.

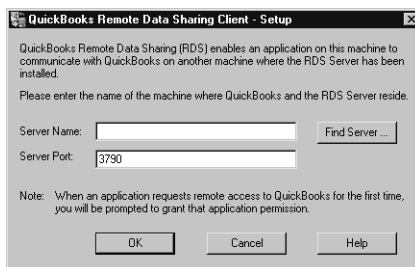
2 Select **Install QuickBooks Remote Data Sharing Client**.

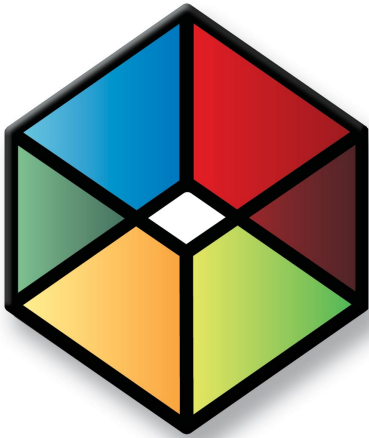
3 Follow the instructions in the InstallShield Wizard to install the RDS client.

After installation is complete, the Setup dialog box opens automatically.

Click **Cancel**. You will configure it during Accounting Link configuration.

i Ensure that the QuickBooks Remote Data Sharing Server is started on the server machine before you begin this procedure.





CHAPTER 3

Providing Accounting Rights to Maximizer Users

In this chapter...

"Enabling Accounting Module Access" on page 18

"Adding Users to the Accounting Security Group" on page 19

"Granting Accounting Permissions" on page 20

Enabling Accounting Module Access

After installing Accounting Link licenses, it is added to the Module Login list in user properties. Users must have Accounting module access enabled before they can use Accounting Link in Maximizer.

► **To enable accounting module access for a user**

- 1** Log into the Address Book in Administrator.
- 2** Select **File > Users**.
- 3** Select the user to grant accounting privileges, and click **Properties**.
- 4** In the **Module Login** section of the **General** tab, set the Accounting module to **Enabled**.

The screenshot shows the 'Properties for Joe Napoli' dialog box with the 'General' tab selected. The 'Module Login' section is expanded, showing a list of modules with their status. The 'Maximizer' module is set to 'Enabled', and the 'ACNTQB' module is also set to 'Enabled'. The 'Enabled' status for 'ACNTQB' is highlighted with a mouse cursor. Other fields in the dialog include 'Name and position', 'Company and main address', 'Phone numbers and phone extensions', and 'Internet information'.

- 5** Click **OK**.

Repeat this procedure for all users who will be using Accounting Link.

Adding Users to the Accounting Security Group

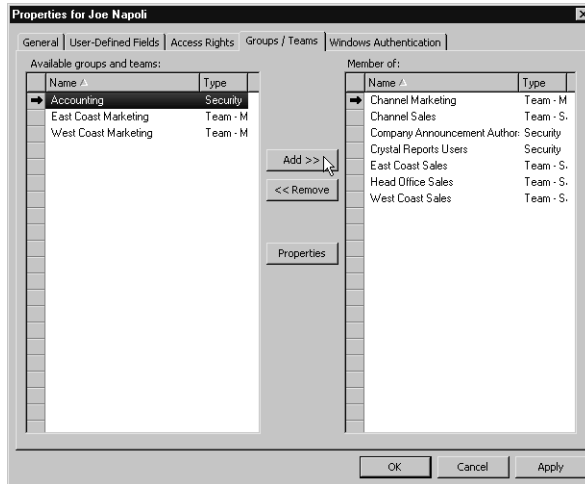
i For more information about user and group security, refer to your Maximizer Administrator documentation.

i You can add multiple users to the security group by selecting File > Security Groups and Teams, selecting the Accounting security group and clicking Properties, clicking the Members tab, and then adding users to the group.

The Accounting security group enables users to restrict accounting transaction notes to members of this group. If an Accounting Link user is not a member of the Accounting security group, notes for any accounting transactions created by that user are Public. However, notes for transactions created by members of the Accounting group are restricted to members of that group.

➤ **To add a user to the Accounting security group**

- 1** Log into the Address Book in Administrator.
- 2** Select **File > Users**.
- 3** Select the user to grant accounting privileges, and click **Properties**.
- 4** Click the **Groups/Teams** tab.
- 5** Select the **Accounting** security group from the **Available groups and teams** list, and click **Add**.



The Accounting security group now appears in the Member of list.

- 6** Click **OK**.

Repeat this procedure for all users who will be using Accounting Link.

Granting Accounting Permissions

i Delete permissions are not available for accounting transactions.

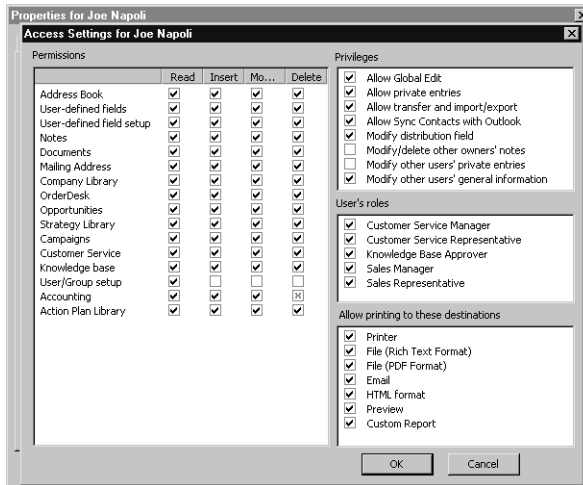
i For more information about user and group security, refer to your Maximizer Administrator documentation.

i The Delete permission for Accounting is disabled because Accounting Link cannot delete transactions from the QuickBooks company file.

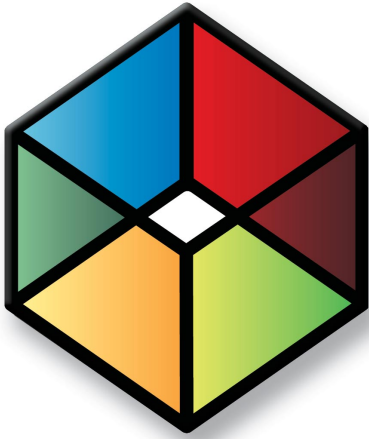
Accounting permissions control whether users can read, insert, or modify accounting transactions.

▶ To grant accounting permissions to a user

- 1** Log into the Address Book in Administrator.
- 2** Select **File > Users**.
- 3** Select the user to grant accounting privileges, and click **Properties**.
- 4** Click the **Access Rights** tab.
- 5** Click the **Modify User Access Settings** button.
- 6** In the **Permissions** group, select any of the Accounting rights, as appropriate for the user, and click **OK**.
- 7** Click **OK** to close the user properties dialog box.



Repeat this procedure for all users who will be using Accounting Link.



CHAPTER 4

Configuring the Accounting Link for Local Operation

In this chapter...

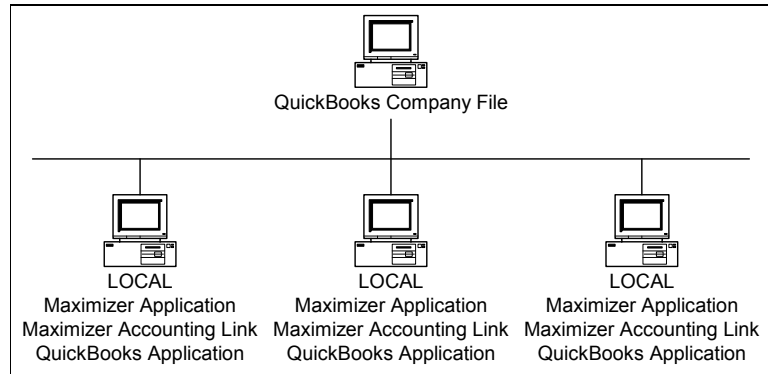
"Methods of Local Connection" on page 23

"Configuring for Local Operation with Both QuickBooks and Maximizer Running" on page 23

"Configuring for Local Operation without QuickBooks Running" on page 25

In a local environment, Maximizer connects to a QuickBooks application on the same machine. However, the QuickBooks company file can be located anywhere on the network.

The following diagram depicts a local Accounting Link configuration with the QuickBooks company file on a separate network machine.



Before configuring Accounting Link as described in this chapter, ensure that the following steps have already been completed:

- Maximizer application is installed
- Maximizer Address Book is configured
- QuickBooks application is installed
- QuickBooks company file is set up
- Accounting Link is installed (QuickBooks and Maximizer must both be installed before installing Accounting Link)
- Accounting Link licenses are applied
- Accounting Link users have Accounting Link enabled in their Maximizer user properties
- Accounting Link users have been added to the Accounting security group, or have Accounting access rights enabled in their Maximizer user properties

Methods of Local Connection

In a local configuration, there are two methods of connecting to QuickBooks from Maximizer:

- **Method 1:** Always start QuickBooks first (in multi-user mode) and then start Maximizer
- **Method 2:** Configure QuickBooks and Maximizer so Maximizer can connect without QuickBooks running

Configuration procedures for both connection methods are described in this chapter.

Configuring for Local Operation with Both QuickBooks and Maximizer Running

In a local configuration, if you start QuickBooks on the computer, and then start Maximizer, Maximizer automatically connects to the QuickBooks company file open in the QuickBooks application.

Complete this procedure on each machine that will be using Accounting Link locally by starting QuickBooks first.

➤ **To configure Accounting Link for Local Operation with Both QuickBooks and Maximizer Running**

- 1** On the local machine, make sure Maximizer and Administrator (if applicable) are closed.
- 2** Start QuickBooks and open the company file.
- 3** Ensure QuickBooks is in multi-user mode. If not, switch it to multi-user mode by selecting **File > Switch to Multi-User Mode** in QuickBooks.

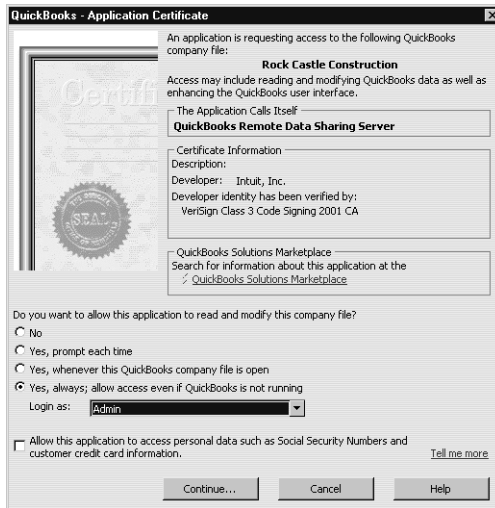
If QuickBooks prompts you to set up a QuickBooks administrator account, set it up now.

- 4** Start Maximizer and log into the Address Book with a user account with accounting enabled and accounting access rights.

Maximizer connects to QuickBooks and the QuickBooks - Application Certificate dialog box opens.

i This dialog box may look different on your machine, depending on which version of QuickBooks you are running. For example, if you are running the QuickBooks Enterprise Edition, the drop-down list may not be available.

5 On the QuickBooks - Application Certificate dialog box, select the option to always allow Maximizer to access the company file as an administrator, and click **Continue**.



i Always close Maximizer before closing QuickBooks. Otherwise, the programs will not exit properly.

Accounting Link is now configured to connect to QuickBooks. To use Accounting Link configured in this manner, always start QuickBooks in multi-user mode and open the company file before starting Maximizer.

For instructions on using Accounting Link, refer to chapter 6 “Using Accounting Link” on page 39.

Configuring for Local Operation without QuickBooks Running

Complete this procedure on each machine that will be using Accounting Link locally without starting QuickBooks first.

➤ **To configure Accounting Link for Local Operation without QuickBooks Running**

- 1** On the local machine, make sure Maximizer and Administrator (if applicable) are closed.
- 2** Start QuickBooks and open the company file.
- 3** Ensure QuickBooks is in multi-user mode. If not, switch it to multi-user mode by selecting **File > Switch to Multi-User Mode** in QuickBooks.

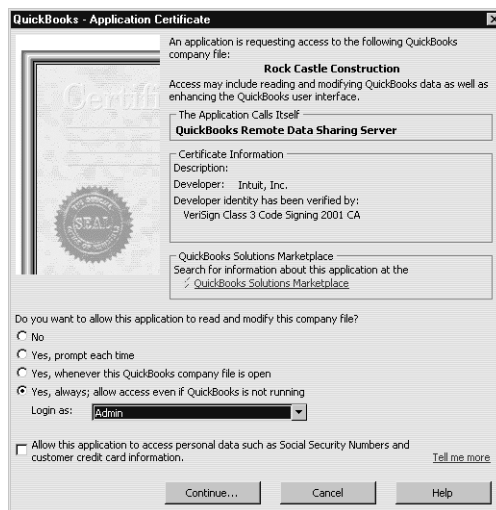
If QuickBooks prompts you to set up a QuickBooks administrator account, set it up now.

- 4** Start Maximizer and log into the Address Book with a user account with accounting enabled and accounting access rights.

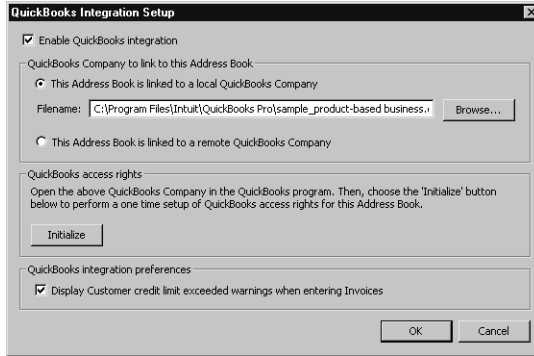
Maximizer connects to QuickBooks and the QuickBooks - Application Certificate dialog box opens.

- 5** On the QuickBooks - Application Certificate dialog box, select the option to always allow Maximizer to access the company file as an administrator, and click **Continue**.

i This dialog box may look different on your machine, depending on which version of QuickBooks you are running. For example, if you are running the QuickBooks Enterprise Edition, the drop-down list may not be available.




- 6 In Maximizer, select **File > Preferences**, and click the **Accounting Setup** button.



- 7 Click the **Browse** button, select the QuickBooks company file, and click **OK** to close the Accounting Integration Setup dialog box.

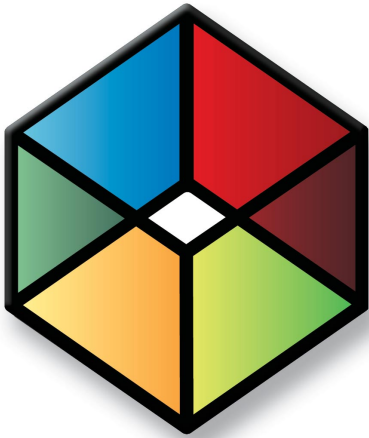
- 8 Close Maximizer.

- 9 Close QuickBooks.

 Leave QuickBooks in Multi-user Mode.

The next time you start Maximizer, you do not have to start QuickBooks, and Accounting Link will connect to the QuickBooks company file.

For instructions on using Accounting Link, refer to chapter 6 "Using Accounting Link" on page 39.



CHAPTER 5

Configuring the Accounting Link for Remote Operation

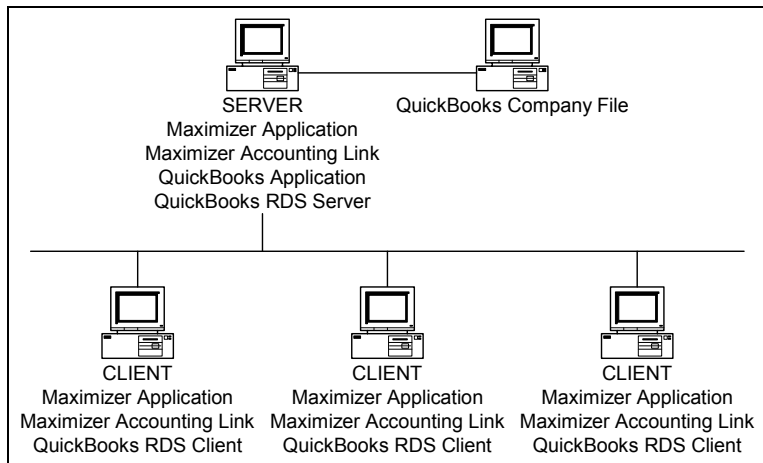
In this chapter...

- "Starting the QuickBooks Remote Data Sharing Server" on page 30
- "Granting Maximizer Access to the QuickBooks Company File" on page 32
- "Assigning Access Rights to Maximizer in QuickBooks" on page 33
- "Configuring the QuickBooks Remote Data Sharing Client" on page 35
- "Starting Accounting Link on a Client Machine" on page 36

You can set up Accounting Link to operate in a client/server environment, rather than locally. In a client/server configuration, the QuickBooks Remote Data Sharing (RDS) Client connects to the QuickBooks RDS Server on another machine. Multiple Maximizer machines can connect to the same QuickBooks application on the server. The QuickBooks company file (database) can be located on the client computer, server computer, or elsewhere. The following sections explain how to complete the setup.

If the version of QuickBooks you are running uses the QuickBooks SDK 3, the QuickBooks application and the QuickBooks RDS Client cannot be installed on the same machine. In that case, if you require the QuickBooks application to be installed on all workstations, use the local configuration described in "Configuring the Accounting Link for Local Operation" on page 21 instead. However, if the version of QuickBooks you are running uses the QuickBooks SDK 4.0, the QuickBooks application and the QuickBooks RDS Client can both be installed on the same machine.

In the following diagram, the QuickBooks company file is located on a separate machine. However, the company file could be located on the RDS server, the RDS client, or on any other network machine.



Before configuring Accounting Link as described in this chapter, ensure that the following steps have already been completed.

- Maximizer application is installed on the server and client machines
- Maximizer Address Book is configured
- QuickBooks application is installed on the server machine
- QuickBooks company file is set up
- Accounting Link is installed on both the server and client machines (QuickBooks and Maximizer must both be installed before installing Accounting Link)
- QuickBooks Remote Data Sharing (RDS) Server is installed on the server machine
- Accounting Link licenses are applied
- Accounting Link users have Accounting Link enabled in their Maximizer user properties
- Accounting Link users have been added to the Accounting security group, or have Accounting access rights enabled in their Maximizer user properties

Starting the QuickBooks Remote Data Sharing Server

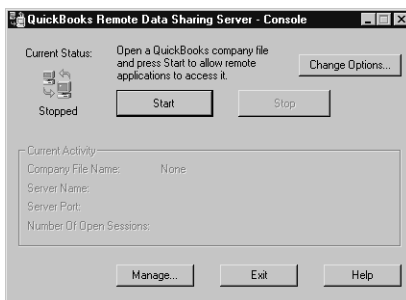
The QuickBooks server is the machine where QuickBooks and QuickBooks RDS Server are installed and running. QuickBooks RDS Server must be started before RDS clients can connect to the company file. Once you have started it, you should always leave it running so RDS clients can connect to it at any time.

► To Start the Remote Data Sharing Server

- 1 On the QuickBooks server, make sure Maximizer and Administrator (if applicable) are closed.
- 2 Start QuickBooks and open the company file.
- 3 Ensure QuickBooks is in multi-user mode. If not, switch it to multi-user mode by selecting **File > Switch to Multi-User Mode** in QuickBooks.

If QuickBooks prompts you to set up a QuickBooks administrator account, set it up now.

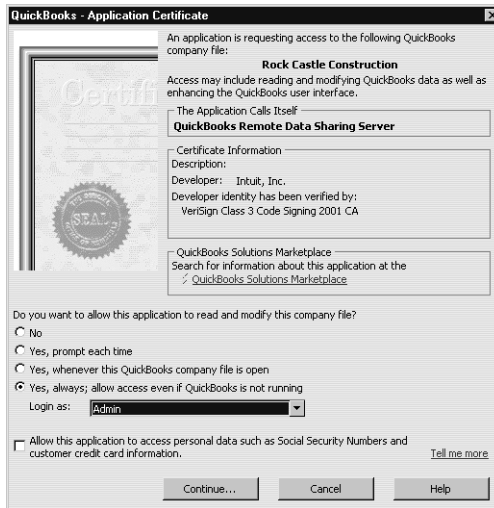
- 4 Open QuickBooks Remote Data Sharing Server (**Start > Programs > QuickBooks > Remote Data Sharing Server**).
- 5 Click **Start**.



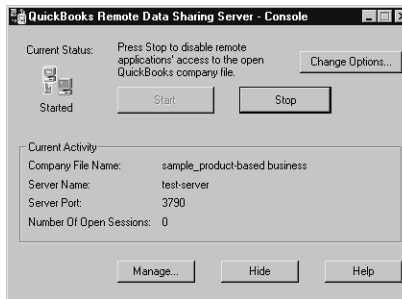
The QuickBooks - Application Certificate dialog box opens.

i This dialog box may look different on your machine, depending on which version of QuickBooks you are running. For example, if you are running the QuickBooks Enterprise Edition, the drop-down list may not be available.

6 On the QuickBooks - Application Certificate dialog box, select the option to always allow Maximizer to access the company file as an administrator, and click **Continue**.



The QuickBooks Remote Data Sharing Server is now connected to the QuickBooks company file.



In the future, simply open and start the QuickBooks RDS Server. It must be started for clients to connect to the company file.

Granting Maximizer Access to the QuickBooks Company File

The following procedure carries on from the previous procedure. QuickBooks should be running with the company file open and in multi-user mode, and the QuickBooks RDS Server should be started.

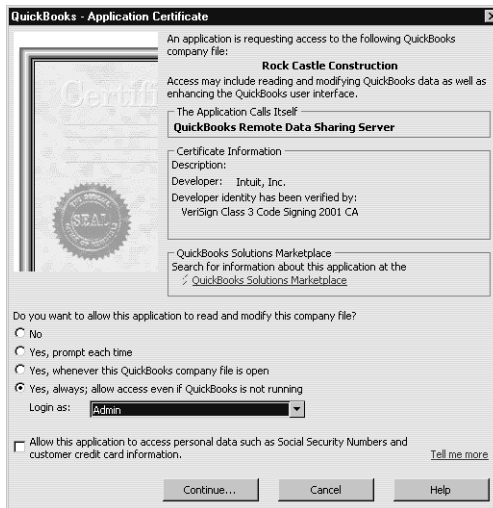
► To grant Maximizer access to the QuickBooks company file

- 1 On the QuickBooks server, start Maximizer and log into the Address Book.

The QuickBooks - Application Certificate dialog box opens.

- 2 On the QuickBooks - Application Certificate dialog box, select the option to always allow Maximizer to access the company file as an administrator, and click **Continue**.

i This dialog box may look different on your machine, depending on which version of QuickBooks you are running. For example, if you are running the QuickBooks Enterprise Edition, the drop-down list may not be available.



Maximizer is now connected to QuickBooks and you can configure the client machines.

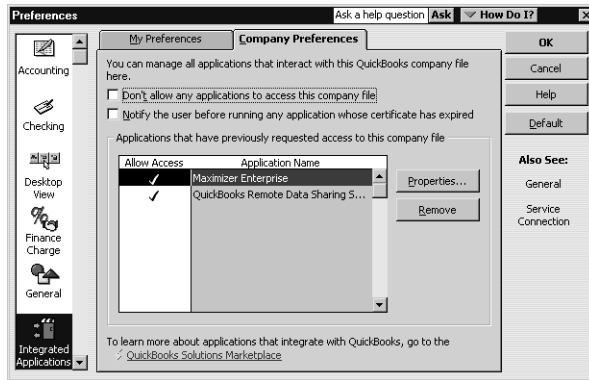
Assigning Access Rights to Maximizer in QuickBooks

If you are using QuickBooks 2005, skip this section and proceed to “Configuring the QuickBooks Remote Data Sharing Client” on page 35.

If you are using QuickBooks 2004 or earlier, follow the instructions below to provide Maximizer access rights to QuickBooks.

➤ **To assign access rights to Maximizer in QuickBooks**

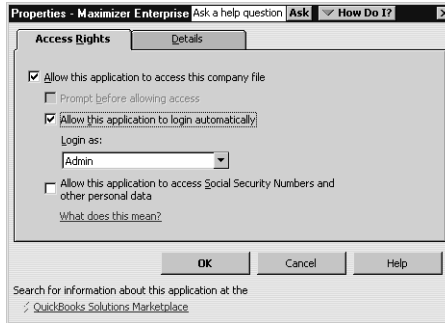
- 1** Close any Maximizer applications running on the server and stop the QuickBooks Remote Data Sharing Server.
- 2** Switch QuickBooks to single-user mode (**File > Switch to Single-user Mode**).
- 3** Select **Edit > Preferences**.
- 4** Select **Integrated Applications** from the scroll list, and click the **Company Preferences** tab.



- 5** In the **Applications that have previously requested access to this company file** list, select **Maximizer CRM**, and click **Properties**.

i You can assign a login account other than Admin to Maximizer, as long as that account has administrative privileges.

- 6** On the **Access Rights** tab,
- leave the **Allow this application to access this company file** option selected,
 - clear the **Prompt before allowing access** option,
 - select the **Allow this application to login automatically** option, and
 - select **Admin** from the **Login as** drop-down list.



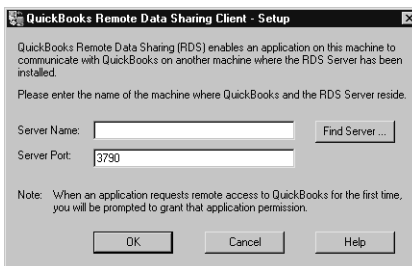
- 7** Click **OK** to close the Properties dialog box, and then close the Preferences dialog box.
- 8** Return QuickBooks to multi-user mode (**File > Switch to Multi-user mode**).

Configuring the QuickBooks Remote Data Sharing Client

Ensure that the QuickBooks RDS Server is started on the QuickBooks server before starting the QuickBooks RDS Client on any of the client machines.

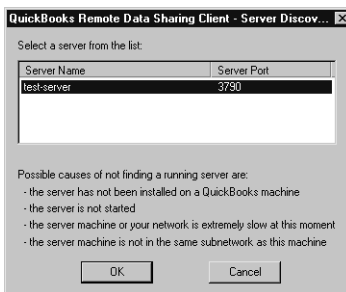
► **To configure the QuickBooks RDS Client**

- 1** Start the QuickBooks RDS Client (**Start > Program Files > QuickBooks > Remote Data Sharing Client**).

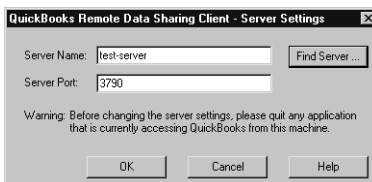


i The QuickBooks Remote Data Sharing Server must be running on the server. Otherwise, the client will be unable to locate the server.

- 2** Click **Find Server**, select the server where the QuickBooks company file is located, and click **OK**.



- 3** Click **OK**.



The QuickBooks RDS client is now configured.

Starting Accounting Link on a Client Machine

After you have configured Accounting Link on the QuickBooks server, you must initialize it on the client machines before they can start using Accounting Link.

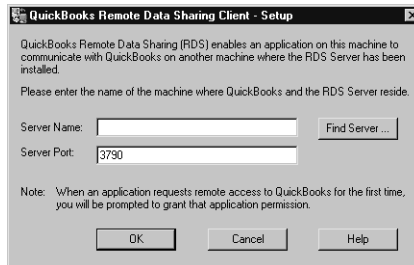
QuickBooks clients are the machines where Maximizer, Accounting Link, and QuickBooks RDS Client are installed.

i You cannot use Accounting Link with MaxExchange Remote Workstations.

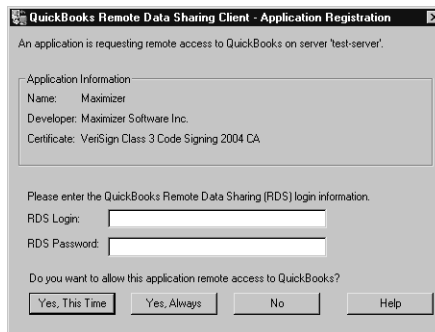
▶ To start Accounting Link on a client machine

- 1** On the client machine, run Maximizer and log into the Address Book.

The QuickBooks RDS Client Setup dialog box opens. (If you have previously connected to a QuickBooks RDS server, this screen may not appear, and you can proceed to step 3.)



- 2** Enter the **Server Name** of the QuickBooks RDS Server, or click **Find Server** and browse to it, and click **OK**.

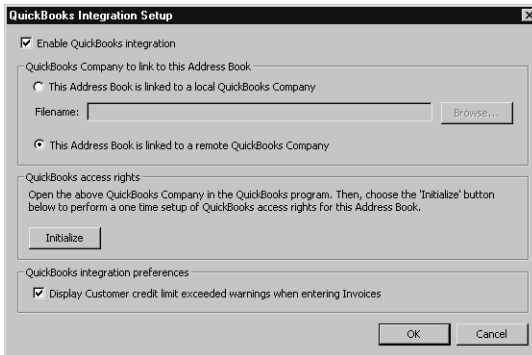


- 3** Enter the **RDS Login** and **RDS Password** as defined in the QuickBooks Remote Data Sharing Server, and click **Yes, Always**.

If Maximizer fails to connect to the QuickBooks company file the first time, try again.

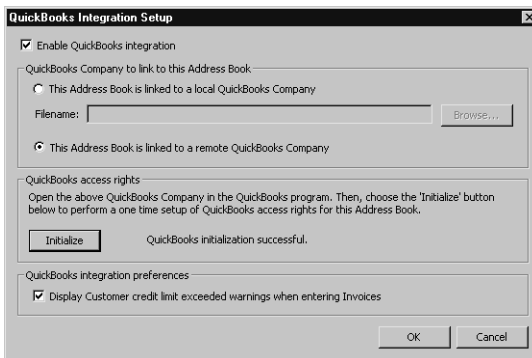
The QuickBooks Integration Setup dialog box opens.

4 Select **This Address Book is linked to a remote QuickBooks Company.**



5 Click **Initialize.**

Maximizer connects to the QuickBooks company file on the server.

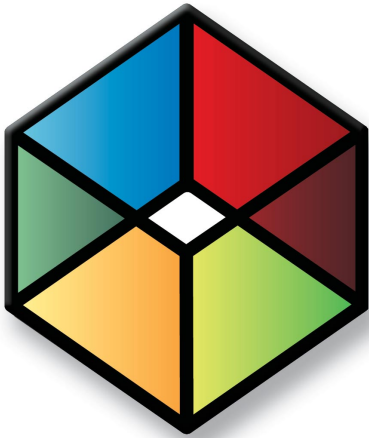


6 Click **OK** to close the QuickBooks Integration Setup dialog box.

You are now ready to use Accounting Link in the client/server environment.

In the future, always make sure the QuickBooks RDS Client is started and connected to the QuickBooks RDS Server before starting Maximizer.

Refer to “Using Accounting Link” on page 39 for information about using it.



CHAPTER **Using Accounting Link** 6

In this chapter...

“Connecting to QuickBooks with Maximizer” on page 40

“Linking Address Book Entries” on page 41

“Creating Invoices, Estimates, and Purchase Orders” on page 44

“Viewing Invoices, Estimates, and Purchase Orders” on page 48

“Viewing Accounting Details about a Customer or Vendor” on page 49

Connecting to QuickBooks with Maximizer

It's important that Accounting Link and Maximizer are configured correctly before proceeding. Otherwise, the procedures outlined in this chapter will not work properly.

Starting Accounting Link in a Local Configuration

i Always close Maximizer before closing QuickBooks. Otherwise, the programs will not exit properly.

In a local Accounting Link configuration, Maximizer connects to the QuickBooks application on the same machine. (The QuickBooks company file may be on a different computer on the network.) There are two methods of starting Accounting Link in a local configuration. Use the method configured by your administrator:

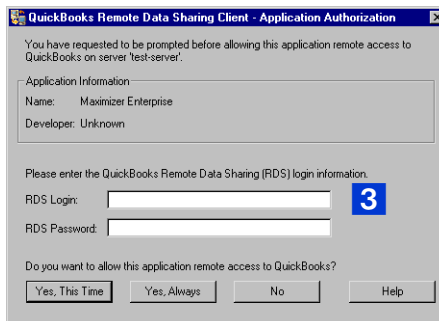
- **Method 1:** Always start QuickBooks first (in multi-user mode) and then start Maximizer.
- **Method 2:** Maximizer is configured to connect to QuickBooks without QuickBooks running, so just start Maximizer and it connects to QuickBooks automatically.

Starting Accounting Link in a Remote Configuration

If Accounting Link has been installed and configured to connect remotely, just run Maximizer and log into the QuickBooks RDS Client if prompted.

► To connect to a remote QuickBooks Company file

- 1** Run **Maximizer**.
- 2** Log into the **Address Book**.
- 3** If the QuickBooks RDS Client - Application Authorization dialog box opens, enter the **RDS Login** and **RDS Password** and click **Yes, Always** to continue.



You are now ready to use Accounting Link.

Linking Address Book Entries

i If you re-link a Company file to a different Address Book, all of your Address Book entries must also be re-linked.

Before you can create any invoices, estimates, or purchase orders in Maximizer, you must create a link between each Maximizer Address Book entry and QuickBooks customer or vendor.

- If the customer or vendor record does not exist in the QuickBooks Company file, you can create the QuickBooks record from Maximizer using an existing Maximizer Address Book entry.
- If the customer or vendor record does exist in the QuickBooks Company file, Maximizer creates a connection between the records.

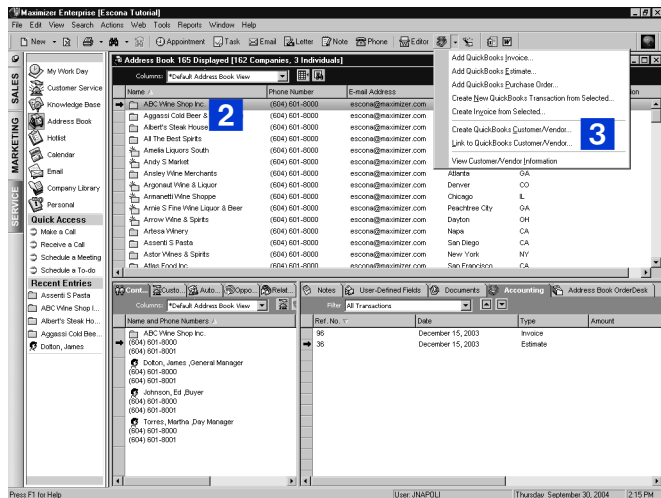
After you have linked an Address Book entry, you can create and view QuickBooks invoices, estimates, and purchase orders from within Maximizer.

➤ To link an Address Book entry to QuickBooks

- 1** Open your Maximizer **Address Book**.
- 2** Select the **Company** or **Individual** to link with QuickBooks.
– or –

If the Company or Individual exists in QuickBooks, but not in Maximizer, create a new Address Book entry in Maximizer.

- 3** In Maximizer, select the Accounting drop-down menu, and click **Link to QuickBooks Customer/Vendor**.



i You can expand your search by entering only the first few letters of the Company or Individual name in the Name field.

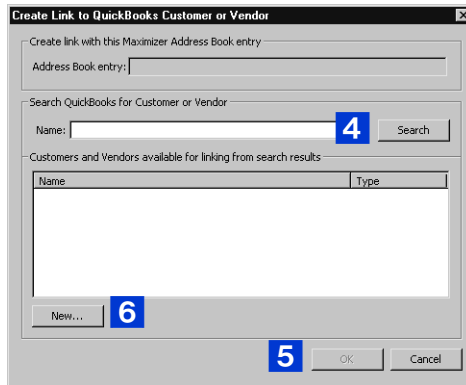
4 Click **Search** to display a list of matching customers and/or vendors in QuickBooks, if any.

5 If a matching entry appears in the list, select the entry and click **OK** to link the Address Book entry with the QuickBooks customer/vendor.

If you were able to complete step 5, then skip the remainder of this procedure. The records are linked, and you can create purchase orders (vendors) or invoices and estimates (customers) for that Company or Individual.

i The OK button is disabled until you select a QuickBooks record from the list of search results.

6 If a matching entry does not appear in the list, click **New**.



The Add Accounting Customer/Vendor dialog box opens. Maximizer automatically fills in any existing contact information.

7 Select the **Customer** option to create the Address Book entry as a customer in QuickBooks. (You can create invoices and estimates for customers.)

– or –

Select the **Vendor** option to create the Address Book entry as a vendor in QuickBooks. (You can create purchase orders for vendors.)

i If you know the entry does not exist in your Company file, you can select the Create QuickBooks Customer/Vendor from the Accounting menu in Maximizer while the Address Book entry is selected.

8 Click **OK**.

Maximizer and QuickBooks now share a connection between these records.

Add QuickBooks Customer or Vendor

Company and contact

Company: ABC Wine Shop Inc.

Mr/Ms: First name: Initial: Last name:

Address information

Address: ABC Wine Shop Inc.
1006 West 10th

City/Town: Vancouver

St/Co/Prov: BC

Zip/Postcode: 2R3 5V5 Country: Canada

Note:

Phone numbers and email

Phone: (604) 601-8000

Fax: (604) 601-8001

Alt. phone: (604) 601 8002

Email: escona@maximizer.com

Create as: Customer Vendor

7

8

Creating Invoices, Estimates, and Purchase Orders


You can create invoices, estimates, and purchase orders in Maximizer, and they will automatically be created in QuickBooks as well. Before you can create any of these transactions, the Company or Individual must be linked to either a customer or vendor record in QuickBooks:

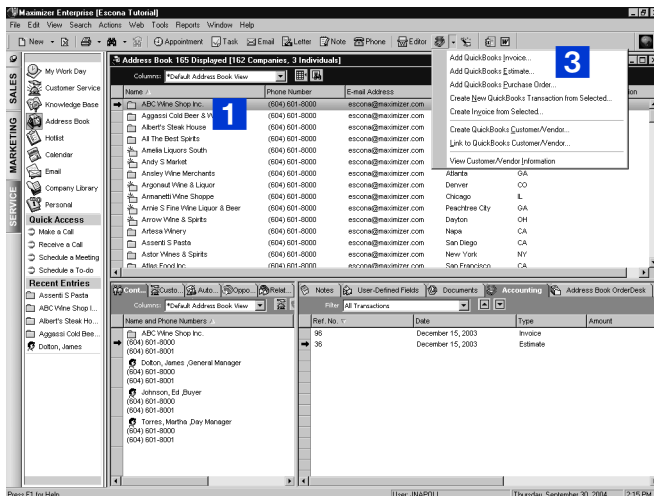
- To create an invoice or estimate, the Address Book entry must be linked to a QuickBooks customer record.
- To create a purchase order, the Address Book entry must be linked to a QuickBooks vendor record.

You can also create new transactions based on existing transactions, and create invoices based on estimates. Maximizer copies the information from the original transaction into a new transaction and enables you to modify the new transaction before saving it. Details on these procedures are provided further along in this section.

➤ To create an invoice, estimate, or purchase order

- 1 In Maximizer, open the **Address Book** and select the Company or Individual to create a transaction for.
- 2 Ensure that the Address Book entry is linked to the QuickBooks company file. If it isn't, refer to "Linking Address Book Entries" on page 41 before proceeding with this procedure.
- 3 Open the Accounting drop-down menu, and select **Add QuickBooks Invoice**, **Add QuickBooks Estimate**, or **Add QuickBooks Purchase Order**.

 These menu items are also available from the shortcut menu and the Edit menu in the Accounting following window.



The Invoice, Estimate, or Purchase Order dialog box opens. Maximizer automatically fills in the customer or vendor name and address, the date, and any tax information.

i You cannot enter a value in the Invoice #, Estimate #, or P.O. Number field. When you click OK, QuickBooks assigns the number automatically and the value is then read-only.

4 In the **Item** column, click on **New**.

The screenshot shows the 'Invoice - ABC Wine Shop Inc.' dialog box. The 'Item' column in the table has a blue box with the number '4' over the '<New...>' button. The dialog box contains fields for Name and Address, Date (9/30/2004), Invoice #, Ship To, P.O. Number, Ship Via, Terms (1% 10 Net 30), Due Date (10/30/2004), Customer, Tax (San Tomas, 7.75%), and Total (0.00). There are OK and Cancel buttons at the bottom right.

? For detailed information about any of these fields, select the dialog box, and press F1.

5 In the Add Item dialog box, select the **Item name/number** from the drop-down list.

6 Add or change any of the other information in the Add Item dialog box, as required, and click **OK**.

The screenshot shows the 'Add Item' dialog box. The 'Item name/no.' dropdown is set to 'Appliance' and has a blue box with the number '5' over it. The 'Quantity' is 1, 'Rate' is 0.00, and 'Total' is 0.00. The 'Tax' dropdown is set to 'Tax'. There are OK and Cancel buttons at the bottom right.

7 Repeat the last three steps until all required items have been added to the transaction.

8 Complete any remaining fields, as required, and click **OK**.

The transaction has now been created in both Maximizer and QuickBooks, and Maximizer creates a history note in the Notes window of the Address Book. You can also view the invoice, estimate, or purchase order from the Accounting tab of the Maximizer Address Book following window, as described on page 49.

Creating a New Transaction Based on an Existing One

Accounting Link enables you to create a new transaction (invoice, estimate, or purchase order) based on an existing transaction, so the newly created transaction automatically contains the information from the original transaction, which you can then modify as required. This method saves you time because it reduces the amount of information you need to enter for similar transactions.

► To create a new transaction based on an existing transaction

- 1** In Maximizer, open the **Address Book** and select the Company or Individual for whom to create an invoice, estimate, or purchase order.
- 2** Open the **Accounting** following window, and select the invoice, estimate, or purchase order to use as the basis for the new transaction.
- 3** Right-click in the **Accounting** following window, and select **Add > Create New from Selected**.

– or –

Click the **Accounting** drop-down menu, and select **Create New QuickBooks Transaction from Selected**.

– or –

Select **Edit > Create New QuickBooks Transaction from Selected**.

The Invoice, Estimate, or Purchase Order dialog box opens, depending on the original transaction's type. Maximizer automatically fills in all the information from the original transaction.

- 4** Change any of the information in the transaction, or add more items to the list, as required.

To remove an item, right-click on it and select **Delete** from the shortcut menu.

- 5** Click **OK**.

The transaction has now been created in both Maximizer and QuickBooks, and Maximizer creates a history note in the Notes window of the Address Book. You can also view the invoice, estimate, or purchase order from the Accounting tab of the Maximizer Address Book following window, as described on page 48.

i If the menu item is disabled, then you did not select a transaction in step 2. Select a transaction, and then create the new transaction.

i You cannot enter a value in the Invoice #, Estimate #, or P.O. Number field. When you click OK, QuickBooks assigns the number automatically and the value is then read-only.

Creating an Invoice from an Estimate

Accounting Link enables you to create a new invoice based on an existing estimate, so the newly created invoice automatically contains the information from the original estimate, which you can then modify as required. Making changes to the invoice does not apply those changes to the estimate.

► To create a new invoice based on an existing estimate

1 In Maximizer, open the **Address Book** and select the Company or Individual for whom to create an invoice.

2 Open the **Accounting** following window, and select the estimate to use as the basis for the new transaction.

3 Right-click in the **Accounting** following window, and select **Add > Create Invoice from Selected**.

– or –

Open the estimate and click the **Invoice** button.

– or –

Click the **Accounting** drop-down menu, and select **Create Invoice from Selected**.

– or –

Select **Edit > Create Invoice from Selected**.

The Invoice dialog box opens. Maximizer automatically fills in all the information from the original estimate.

4 Change any of the information in the transaction, or add more items to the list, as required.

To remove an item, right-click on it and select **Delete** from the shortcut menu.

5 Click **OK**.

The invoice has now been created in both Maximizer and QuickBooks, and Maximizer creates a history note in the Notes window of the Address Book. You can also view the invoice from the Accounting tab of the Maximizer Address Book following window, as described in the following section.

i If the menu item is disabled, then you did not select an invoice in step 2, or the selected transaction is not an estimate. Select an estimate, and then create the new invoice.

i You cannot enter a value in the Invoice # field. When you click OK, QuickBooks assigns the number automatically and the value is then read-only.

Viewing Invoices, Estimates, and Purchase Orders

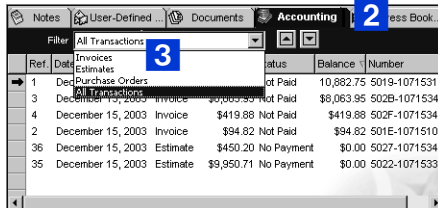
You can view existing invoices, estimates, and/or purchase orders for a customer or vendor from within Maximizer, even if the transaction was not created in Maximizer. When you link a Maximizer Address Book entry to a QuickBooks customer or vendor, existing invoices, estimates, or purchase orders display in Maximizer automatically.

You can view existing transactions in the Accounting tab of the Maximizer Address Book following window.

► To view an invoice, estimate, or purchase order

- 1** In Maximizer, open the Address Book and select the Company or Individual for whom to view a transaction.
- 2** Click the **Accounting** tab.
- 3** Open the **Filter** drop-down list, and select **Invoices, Estimates, Purchase Orders**, or **All Transactions**

The transactions of that type for the selected customer or vendor appear. You can double-click any item to view the details.



Viewing Accounting Details about a Customer or Vendor

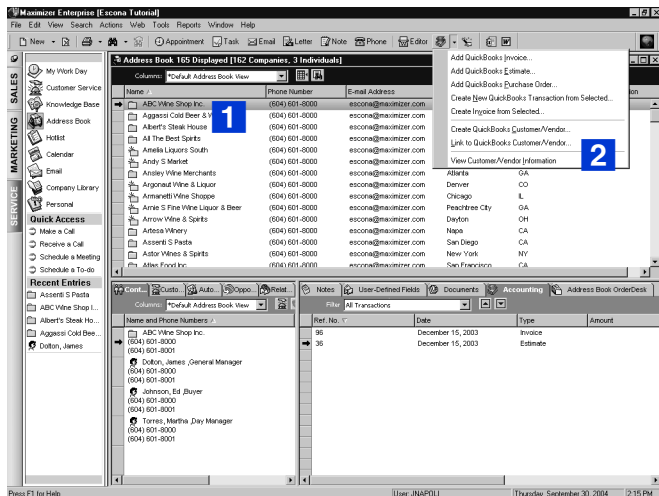
Maximizer enables you to view the following accounting details about a customer or vendor from within Maximizer:

- customer balance
- aged analysis (30, 60, and 90 day balances)
- credit limit
- remaining available credit

➤ To view QuickBooks accounting details

- 1 In Maximizer, open the Address Book and select the Company or Individual for whom you want to view accounting details.
- 2 Open the Accounting drop-down menu, and select **View Customer/Vendor Info**.

i This menu item is also available from the shortcut menu and the Edit menu in the Accounting following window.



The QuickBooks Link Information dialog box opens. It contains the accounting details for the selected Company or Individual.

- 3 View the accounting details in the dialog box.
- 4 You can click the **Notes** button to view or add additional information about the customer or vendor.

5 Click **Close**.

The screenshot shows a dialog box titled "QuickBooks Customer/Vendor Information". It contains the following fields and values:

- Linked customer/vendor details:**
 - Name: ABC Wine Shop, Inc.
 - Type: Customer
 - Credit limit: 0.00
- Balance details:**
 - Balance: 323.22
 - Available credit:
 - Current: 0.00
 - 1-30 days: 0.00
 - 31-60 days: 0.00
 - Over 60 days: 323.22

At the bottom right, there are two buttons: "Notes" and "Close". A blue square with the number "4" is positioned over the "Notes" button, and another blue square with the number "5" is positioned over the "Close" button.

Index

A

access rights 17–20
 accounting details 49
 Accounting security group 17–20

C

client/server operation 28–37
 configuring
 client/server operation 28–37
 local operation 22
 Remote Data Sharing Client 36–37
 Remote Data Sharing Server 30–31
 connectivity
 between Maximizer and QuickBooks 22, 32
 creating
 invoices, estimates, or purchase orders 44
 customers
 linking to Address Book entries 41
 viewing details 49

E

estimates
 creating 44
 viewing 48

G

group security 17–20

I

installing 6–8
 Remote Data Sharing Client 36–37
 Remote Data Sharing Server 30–31
 invoices
 creating 44
 viewing 48

L

licenses 9
 linking Address Book entries 41
 local operation
 configuring 22

M

module access 17–20

P

permissions 17–20
 PLNs 9
 purchase orders
 creating 44
 viewing 48

R

Remote Data Sharing
 Client configuration 36–37
 Server configuration 30–31

S

security group 17–20
 setting up
 client/server operation of Accounting Link 28–37
 local operation 22

U

user security 17–20

V

vendors
 linking to Address Book entries 41
 viewing details 49
 viewing
 customer/vendor details 49
 invoices, estimates, or purchase orders 48

